

COORDINATOR, PROFESSIONAL PRACTICE AND QUALITY ASSURANCE
Full-time Permanent Position - \$50,000 - \$55,000

The College of Opticians of Ontario is the body that registers and regulates all opticians in the province, and we ensure that optical services in Ontario are provided by healthcare professionals who maintain a high standard of practice and professionalism.

We are a small and highly motivated team, and as the **Coordinator, Professional Practice and Quality Assurance**, you'll have the opportunity to have a big impact on our College. At the College, we encourage creativity and innovation, and are continually improving our processes and policies with the help of our dedicated and insightful team.

This is a great opportunity to make a difference, grow professionally, and work in a collaborative, supportive team environment.

As the Coordinator, you will work with the Manager, Professional Practice and Quality Assurance to support the Quality Assurance and Clinical Practice Committees and be cross trained to provide additional support to other departments as needed. The Coordinator is an individual who is extremely reliable, takes initiative, has good attention to detail and who takes pride and ownership in the following projects and tasks:

Quality Assurance Program Support

- Monitors registrant completion of the Competency Review and Evaluation (CRE) process, which includes submission of the professional portfolio and participation in the multi-source feedback (MSF) survey process
- Assesses professional portfolios and follows-up with registrants regarding completion of the CRE process
- Monitors registrant requests for a deferral, tracking all correspondence and supporting documentation and preparing deferral requests case files for review
- Manages all electronic case files for registrants selected to participate in the CRE process
- Processes all continuing education accreditation requests from intake to completion
- Coordinates the administration of Peer and Practice Assessments, including preparing all correspondence to registrants referred for an assessment, scheduling assessments, and processing completed assessment reports
- Assists manager with project management as required and any other duties as assigned
- Functions as the first point of contact (telephone, e-mail, web, form, correspondence) receiving inquiries related to the Quality Assurance Program.
- Complete general office tasks including filing (paper and hard-copy), scanning and photocopying, secure file storage and retrieval
- Trains and mentors Quality Assurance program summer staff
- Attends trade shows and continuing education events as required, which requires weekend work (twice yearly)
- Apprises the Manager on a regular basis, of any issues that arise while performing the above-noted duties

Quality Assurance and Clinical Practice Committee Support

- Develops meeting agendas and prepares committee packages in consultation with the Manager, ensuring all information is uploaded to a secure site for review by committee members
- Assists Manager in research and policy development as needed
- Tracks action outcomes of committee meetings and ensures appropriate follow-up, including registrant completion of specified continuing education and remediation programs
- Attends committee meetings, records, and prepares meeting minutes
- Coordinates internal and external meetings including checking availability of all meeting attendees, inviting meeting participants, booking facilities, audio-visual requirements, and web/teleconference arrangements

Qualifications and Competencies

- University degree in business, social sciences or public administration preferred, College Diploma (Business and/or Administration), or a combination of education and experience
- Knowledge of and ability to work within a legislative framework; demonstrated experience with the Regulated Health Professions Act, 1991 and the Health Professions Procedural Code is a definite asset
- 1-2 years of administrative support experience in a not-for-profit organization, preferably with another regulatory body, would be considered an asset
- Excellent project management skills with experience in managing projects to deadlines
- Ability to think critically and exercise independent and sound judgement in anticipating needs and taking initiative
- Ability to deal effectively with challenging situations utilizing tact and discretion
- Ability to deal with confidential issues in a sensitive, efficient and professional manner internally and externally
- Strong writing and proofreading skills, including knowledge of correct grammar, spelling and punctuation, to draft decisions, reports, correspondence, respond to e-mail, etc.
- Ability to apply judgment and analytical skills in reviewing incoming correspondence and information requests
- Ability to work collaboratively in a team as well as independently; excellent interpersonal skills
- Excellent initiative, attention to detail, and organizational skills with the ability to prioritize a diverse workload and manage competing priorities
- Dependability, professionalism, trust, and confidentiality – exhibits exceptional work ethic and values consistent with the organization
- Absolute discretion in all matters and handling of sensitive and confidential issues/materials.
- Proficiency with Microsoft Office suite of programs, specifically Outlook, Word, Excel, Notebook, and PowerPoint; and ability to learn and fully utilize the College database program
- Bilingual- French/English an asset

To apply, please email your resume and cover letter to Fizza Asad, Human Resources Specialist at fasad@collegeofopticians.ca by **January 28th, 2022**. We will review applications as they are received and look forward to hearing from you. Interviews will be conducted virtually.

The College of Opticians on Ontario is an equal opportunity employer. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005, upon request, accommodation will be provided throughout the recruitment, selection and/or assessment process to applicants with disabilities.