

Career Opportunity

Director of Investigations and Hearings

The College of Physiotherapists of Ontario regulates physiotherapists and exists to protect and serve the public interest. The College protects the rights of patients to safe, competent and ethical care by ensuring physiotherapists maintain professional standards of practice and are held accountable for their conduct and practice.

The College of Physiotherapists of Ontario is currently seeking a highly driven, results-oriented and 'hands-on' candidate with strong leadership skills for the new role of **Director, Investigations and Hearings** to oversee the management of investigation and hearings regarding the conduct or practice of physiotherapists.

Position Overview

The Director of Investigations and Hearings will report directly to the Deputy Registrar and will be responsible for the day to day operations and long-term planning in support of Professional Conduct activities at the College. The Director is a key member of the management team who contributes to College-wide policy development and represents the College with external stakeholders both in relation to the program area and general College activity, as required.

The Director oversees the work of three Investigators, a Decision & Compliance Monitoring Coordinator and a Hearings Officer.

The Director also participates in College-wide activities that contribute to the organizational mandate and a healthful working environment.

Duties and responsibilities

Day to Day Program Oversight

- Ensures that complaints and reports are managed through to closure which may include a discipline or fitness to practise hearing (including appeals processes where relevant) fairly, efficiently and in accordance with legislative requirements.
- Advises the Deputy Registrar / Registrar regarding those matters that do not require Committee decision-making.
- Supports and advises the Deputy Registrar / Registrar on member specific issues.
- Provides support for the Inquiries, Complaints and Reports, Discipline and Fitness to Practise Committees, including all aspects of meeting planning, provision of appropriate materials and advice to the Committee, as well as preparation and distribution of Committee decisions, where required.
- Appropriate administrative support will require familiarity with a variety of potential remediation programs and options, the applicable legislation and evolving jurisprudence, as well as offering appropriate advice and support to external legal counsel related to discipline matters or appeals.
- Obtains appropriate expert advice and negotiates agreements on behalf of the Committee, as directed.
- Working with the Deputy Registrar, retains and advises appropriate external legal counsel to assist and represent the College in conduct related matters.
- Oversees member participation in practice enhancement, remediation programs or other orders of member-specific Committees and addresses concerns or brings them to the attention of the Deputy Registrar / Registrar or Committee for disposition.

College of Physiotherapists of Ontario
375 University Avenue, Suite 800
Toronto, Ontario M5G 2J5

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info@collegept.org

www.collegept.org



- Ensures appropriate corporate processing of invoices and cost orders made by Committees.
- Represents the College during the various appeals processes.

Program Planning and Communications

- Prepares and monitors budget for program area.
- Develops implements and evaluates program processes, including ongoing quality improvement activities.
- Oversees data collection and reporting, both internally and externally, as required.
- Contributes to revisions to regulations, bylaws and government submissions as required.
- Working with the Communications team, develops appropriate stakeholder communications.
- Liaises with external stakeholders with sufficient familiarity about their activities and processes to ensure appropriate coordination of their activities with those of the program.
- Identifies trends in reports, complaints and investigations and reports on trends as required.

Human Resources Management

- Determines staffing requirements and contributes to the development of job descriptions
- In collaboration with members of the management team, recruits, interviews and selects appropriate staff and external consultants (investigators, experts, and legal counsel).
- Oversees the performance management process as required for direct reports which includes monitoring the performance of staff, providing training opportunities and conducting regular performance check-ins and an annual performance review.
- In conjunction with the Deputy Registrar / Registrar, negotiates and determines salaries for direct reports.
- Coaches and mentors staff as appropriate to improve performance.
- Addresses performance issues when necessary using appropriate techniques; in consultation with H.R., and releases staff when necessary

Policy and Project Management

- Manages and coordinates all aspects of assigned policy projects.

College Representation

- Maintains appropriate relationships with key stakeholders.
- Engages in teaching or public speaking opportunities within the educational and regulatory community.

Cross-Departmental activities

- Participates in College-wide activities which contribute to the culture and continuing quality improvement of College work

Qualifications

Education

- University degree and/or equivalent combination of relevant education and experience.

Experience

- A minimum of 5 years experience in a regulatory setting in a senior leadership role.
- Demonstrated experience as an Investigator an asset.

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Specialized Knowledge

- Demonstrated knowledge of RHPA, and health legislation.
- Knowledge of Microsoft Office Suite and CRM database systems.

Skills & Abilities

- Excellent oral and written communication and interpersonal skills including presentation skills.
- Demonstrated ability to build trust and collaborative relationships and deal effectively with external stakeholders.
- Superior judgment and discretion and ability to maintain confidentiality of sensitive material.
- Ability to work effectively both independently and within a team environment.
- Self-motivated with superior organizational skills to efficiently manage workload and deal effectively with multiple demands.
- Proven ability to provide guidance and direction to staff, assessing training needs and addressing performance issues.

Terms and Working Conditions

- This role is a full-time permanent position.
- College staff work out of the office based in downtown Toronto.
- As per the College's compensation framework, salary will be in accordance with the years of experience, skills and qualifications. Starting base salary for a Director of Investigations and Hearings **with five years of proven professional experience is \$121,550.00.**
- May require occasional travel.

Benefits

College employees are provided with a comprehensive group benefits plan and are registered in the RRSP program where the College makes a monthly contribution on their behalf. The employees also have many paid opportunities for continuous learning and professional development.

To apply, please forward your résumé and cover letter highlighting related experience to hr@collegept.org no later than February 21, 2019. Please include **Director of Investigations & Hearings** and your name in the subject line. Your cover letter should also specify how you learned of this opportunity.

We thank all applicants for their interest. However, only candidates selected for an interview will be contacted and invited to participate in the process.

No phone calls or agencies, please.

In accordance with the Ontario Human Rights, Accessibility for Ontarians with Disabilities Act (AODA) & the College's Recruitment & Selection Policy for Staff, any request for accommodation will be considered throughout the recruitment and hiring process.

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