

## Career Opportunity

### Intake Coordinator

(One-Year Contract)

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 proven professional, with excellent communications skills and problem-solving experience for the new role of **Intake Coordinator** to handle preliminary inquiries about professional conduct activities.

#### Position Overview

The Intake Coordinator will answer inquiries, receive and document incoming concerns regarding registrants and those pretending to be registrants, attempt to resolve a variety of concerns using conflict resolution skills and redirect complainants/reporters as appropriate. As the first point of contact for callers, the Intake Coordinator will triage concerns, advise, assist and inform callers on the process of how to file a complaint or submit a report, and follow up with parties where necessary.

The ideal candidate will be a self-directed customer service ambassador who is assertive, motivated, able to anticipate needs and initiate appropriate actions under the direction of the Director, Investigations and Hearings.

#### Key Accountabilities

##### Call Intake/Triage

- Responds to requests for information regarding the complaints process, the Registrar's Inquiry process and mandatory reporting.
- Receives, identifies, triages, and classifies all complaints and reports up to the following decision points:
  - Complaints – through to the complaints confirmation process
  - Reports - through to the RPG assessment and/or disposition
- Assesses the nature of the reporters' concerns and attempts to resolve or redirect routine concerns where reasonable and appropriate.
- Flags exceptionally serious or sensitive matters for the leadership team.
- Prepares correspondence in response to incoming concerns and reports which includes decision letters/closing memos.
- Manages and processes incoming and outgoing Professional Conduct Team correspondence related to the intake functions of the College.
- Tracks the progression of intake cases.
- Completes data entry and ensures the electronic and paper system files for assigned activities are accurate and current.
- Provide statistical reports and analysis of trends and emerging issues.
- Provides information to callers about what information appears on the public register and what the removal provisions are (if any).

College of Physiotherapists of Ontario  
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- Provides information regarding the funding for therapy and counseling for individuals who have allegations that they have been sexually abused by a physiotherapist.
- Performs other duties as assigned by the Director, Investigations & Hearings.

#### College Support

- Provides support to College-wide functions as required (for example, participating in cross-departmental projects or team building activities).
- Identifies process quality issues or opportunities for improvement and presents solutions.
- Participates in the College's cross-coverage activities which provide coverage during absences and peak times to maintain organizational efficiency and customer service.
- Maintains awareness of environmental trends as it relates to the area of responsibility through review of relevant literature, conference attendance, and communications with stakeholders and provides reports to staff as required.

#### Qualifications

##### Education and Experience

- At least three years of professional experience in a similar role that utilized knowledge of the Regulated Health Professions Act and/or health care systems, in general, is desirable.
- Background in health care would be an asset.
- Previous work experience in a position of responsibility where discretion, tact, and diplomacy are of utmost importance.

##### Specialized Knowledge

- Demonstrated knowledge of Microsoft Office Suite.
- Proficiency in the French language would be an asset.

##### Skills & Abilities

- Excellent oral and written communication skills.
- Demonstrated proactive, self-directed, and effective customer service orientation.
- Must have sound judgement and problem-solving skills.
- Must have the ability to meet tight deadlines and to perform well under pressure.
- Ability to deal with confidential information and sensitive issues with tact and diplomacy.
- Proven ability to work independently as well as collaboratively within a team

##### Terms and Working Conditions

- This role is a one-year full-time position.
- As per the College's compensation framework, salary will be in accordance with the years of experience, skills, and qualifications. The starting base salary for an **Intake Coordinator** with three years of proven professional experience is **\$64,260**.

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To apply, please forward your résumé and cover letter highlighting related experience to [hr@collegept.org](mailto:hr@collegept.org) no later than May 30, 2019. Please include **Intake Coordinator** 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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