

Career Opportunity

Manager of Investigations

The College of Physiotherapists of Ontario regulates physiotherapists and exists to 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 is currently seeking a professional, self-motivated candidate with strong leadership skills for the **Manager of Investigations** role. This person will manage the day-to-day operations and contribute to the long-term planning of Professional Conduct activities.

Position Overview

The Manager of Investigations will report directly to the Associate Registrar, Professional Conduct and Registration, and will manage and coordinate procedures related to investigations into the conduct and practice of physiotherapists. The Manager will also conduct investigations. The Manager is a key member of the management team who will contribute to College-wide policy development and represents the College. The Manager will also participate in activities that contribute to the organizational mandate and a healthy working environment.

Key Accountabilities

Day-to-Day Program Oversight

- Ensures that complaints and reports are managed from start to finish (including appeals processes where relevant) fairly, efficiently and in accordance with legislative requirements.
- Independently processes matters that do not require Committee decision-making.
- Supports and advises the Associate Registrar and Registrar on member-specific issues.
- Oversees the administrative support for the Inquiries, Complaints and Reports Committee, including meeting planning, providing appropriate materials, advising the Committee, and preparing and distributing Committee decisions.
- Working with the Associate Registrar, obtains appropriate expert advice and negotiates agreements on behalf of the Committee, as directed.
- Takes an active role in coordinating resolutions and disseminating information about the outcomes.
- Ensures appropriate corporate processing of invoices.
- Working with the Associate Registrar, prepares materials and liaises with external legal counsel for hearings and appeals processes.

Investigations

- Carries an investigation caseload
- Conducts interviews, drafts reports and presents the results to the Inquiries, Complaints and Reports Committee

Program Planning and Communications

- Works with the Associate Registrar to prepare and monitor the budget for the program area.
- Develops, implements and evaluates program processes, including ongoing quality improvement.
- Working with the Communications team, develops stakeholder communications.
- Liaises with external stakeholders about activities and processes to ensure coordination.

College of Physiotherapists of Ontario
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- In collaboration with other management team members, participates in needs analyses, presentations and educational activities for Committee and Council members.

Human Resources Management

- Working with the Associate Registrar, recruits, interviews and selects appropriate staff and external consultants (investigators, experts and legal counsel).
- Oversees the performance management process for direct reports, which includes monitoring staff performance, providing training opportunities and conducting an annual performance review.
- Coaches and mentors staff to improve performance.

Policy and Project Execution

- Manages and coordinates all aspects of assigned projects, including work plans, budget and liaising with stakeholders.

College Representation

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

Education, Experience, and Qualifications

Education

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

Experience

- 5 years' experience in a regulatory setting or in a directly related role.
- Demonstrated experience as a Manager.
- Demonstrated experience as an Investigator is considered an asset.
- Legal training an asset.

Specialized Knowledge

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

Skills & Abilities

- Excellent oral and written communication and interpersonal skills.
- Ability to read and understand legal documents.
- Must be a strategic and creative thinker who possesses excellent decision-making skills.
- Highly effective organizational and leadership skills.
- Demonstrated managerial, coaching, mentoring and team-building skills.
- Demonstrated analytical skills.

Terms and Working Conditions

- This role is a full-time permanent position.
- This position requires the employee to use his or her personal vehicle to travel within Ontario on an occasional basis.

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To apply, please forward your résumé and cover letter highlighting related experience to hr@collegept.org no later than November 30, 2017. Please quote **Manager of Investigations** in the subject line.

Interviews will happen in an ongoing way until a successful candidate is identified.

Thank you for your interest. Only applicants considered for an interview will be contacted. No phone calls or agencies please.



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