



## Case Manager, Investigations and Resolutions Full-Time, Contract (7 months)

The College of Occupational Therapists of Ontario is seeking a full-time, contract Case Manager, Investigations and Resolutions. Under the direction of the Manager, Investigations and Resolutions, the Case Manager will support the management and implementation of the Investigations & Resolutions (I&R) Program, lead the Investigations & Resolutions program in the disposition of complaints and concerns regarding registrant's practice in the areas of misconduct, incompetence and incapacity, in the public interest.

### KEY FUNCTIONS AND RESPONSIBILITIES INCLUDE:

- Administering and monitoring the daily implementation of the program, evaluating and reporting to the Manager on all components of the I&R Program, using the metrics and standards, while maintaining alignment with the College's strategic and operational plans, and ensuring program objectives and timelines are met.
- Monitoring the performance of consultants, investigators, experts, peer assessors, decision writers and legal advisors and providing feedback to the Manager to ensure ongoing competence and effectiveness.
- Managing all aspects of case management from intake to disposition, conducting and managing investigations where required, taking an active role in the coordination of resolutions in relation to the above processes (with the exception of fitness to practise and discipline hearings).
- Overseeing and monitoring all activity related to each complaint, report and inquiry case file (in electronic and paper versions, as appropriate).
- Overseeing the preparation of case files for the Health Professions Appeal and Review Board and any Appellant Court of Ontario when an appeal has been initiated.
- Acting as the representative of the College in appeals before the Health Professions Appeal and Review Board.
- Establishing objectives, priorities and an implementation plan for case management for achieving objectives within specified periods of time.

- Overseeing the decision writing of all Inquiries, Complaints and Reports Committee (ICRC) decisions.
- Providing support to the ICRC and to the ICRC panels, assisting with agendas, minutes, decisions, resource material, and Committee projects.
- Clarifying investigative reports for the ICRC or panels where necessary.
- Acting in the capacity of an appointed investigator, when required.
- Retaining external investigators to conduct investigations of complaints, reports and inquiries received by the I&R Program, or as may be directed by the Registrar or ICRC.
- Providing direction to investigators related to ongoing investigations in accordance with current legislation, case law and the College's practices and policies.
- Liaising with the investigators to discuss the evolution of investigation plans.
- Establishing and overseeing procedures to ensure registrant compliance with decisions, remediation requirements and practice restrictions resulting from the regulatory processes.

#### **REQUIRED EDUCATION/EXPERIENCE:**

- University degree in law and/or a minimum 4 years' experience working in a regulatory environment in a similar position.

#### **REQUIRED COMPETENCIES**

- Knowledge of and ability to work within a legislative framework, ideally demonstrated experience with the *Regulated Health Professions Act, 1991* and the *Health Professions Procedural Code*.
- Excellent project management and/or case management skills.
- Strong writing and proofreading skills, including use of proper grammar, spelling, and punctuation.
- Ability to apply judgment and analytical skills in all areas of responsibility.
- Ability to appropriately delegate and monitor work assigned to associates, and contractors (decision writer, investigators, legal) as needed.
- Ability to work collaboratively in a team as well as independently

- Exceptional interpersonal skills.

**PREFERRED EDUCATION/SKILLS:**

- Familiarity with the *Regulated Health Professions Act, 1991* and with a regulatory environment.
- Experience with investigation processes and procedures.
- Member of the Law Society of Ontario.
- Able to work effectively in a Committee structure.
- French language proficiency is an asset.

**LOCATION:** 20 Bay St, Toronto (near Union station)

Please forward your resume to [resumes@coto.org](mailto:resumes@coto.org) by October 26, 2018

Please submit your cover letter and resume together in one document and set the file name to your name using the following structure: 'firstnamelastnameOFA', for example 'janesmithOFA' or 'johnsmithOFA'.

The College wishes to thank all applicants. Only those selected for an interview will be contacted.