



College of Occupational Therapists of Ontario
Ordre des ergothérapeutes de l'Ontario

MANAGER, INVESTIGATIONS & RESOLUTIONS

Full-Time, Contract (up to 15 months to cover parental leave)

ABOUT THE COLLEGE

The College of Occupational Therapists of Ontario is the regulatory organization that oversees the practice of occupational therapists (OTs) in Ontario. Our job is to make sure that the public receives safe, effective, ethical care from OTs.

Our mission is to protect the public and instil confidence and trust by ensuring occupational therapists are competent, ethical and accountable. We are Canada's largest regulator of occupational therapists, and we oversee more than 6,000 occupational therapists registered here in Ontario.

Working together with the public, stakeholders, and the larger regulatory health community, we are currently working towards a new, bold vision: to be leaders in collaborative quality regulation.

POSITION SUMMARY

The College is seeking a Manager, Investigations & Resolutions who will be responsible for the development, management and implementation of the Investigations & Resolutions (I&R) Program, leading the Investigations & Resolutions program in the disposition of complaints and concerns regarding a registrants practice in the areas of misconduct, incompetence and incapacity, in the public interest.

KEY FUNCTIONS AND RESPONSIBILITIES INCLUDE:

PROGRAM MANAGEMENT

Manages the Investigations and Resolutions (I&R) program design, development and daily implementation, and monitors programs and staff.

CASE MANAGEMENT

Manages the development and maintenance of case files, both electronically and in paper format, monitors and takes appropriate action on activities related to each case file, updates and consults with Registrar regularly, acts as a signatory, prepares case files as required, monitors costs, evaluates and develops policies and procedures for case management, and oversees decision writing.

INQUIRIES, COMPLAINTS AND REPORTS COMMITTEE (ICRC) SUPPORT

Provides support to the ICRC and to the ICRC panels, assists with agendas, minutes, decisions, resource material, Committee projects, follows through on directives, and maintains an I&R Operations Manual for ICRC.

HEARINGS SUPPORT

Manages the delivery of and provides direct support to the Discipline Committee and Fitness to Practice Committee and panels under their direction, supporting the Committees with recommendations, scheduling, agendas, decision and material preparation, as well as project development and provision of essential information.

INVESTIGATIONS

Manages the Investigations process, ensuring fairness, transparency, timeliness and accountability in the conduct of investigations of reports and complaints.

MONITORING AND COMPLIANCE

Establishes and oversees procedures to ensure registrant compliance with decisions, remediation requirements and practice restrictions resulting from the regulatory processes.

PEOPLE LEADERSHIP

Manages the work and performance of I&R Associate(s), consultants and professional resources in the delivery of file, case management, Committee support, and response to complaints and inquiries from registrants and the public.

FINANCIAL MANAGEMENT

In conjunction with the Registrar and Director Finance and Corporate Services, develops and monitors the I&R program budget, taking corrective action as required.

DATA ANALYSIS AND INTERPRETATION

Oversees I&R Program's data management system, provides trending data and annual reports, and plans system enhancements based on case volume projections, and legislation, regulation and by-law changes.

COMMUNICATIONS / STAKEHOLDER RELATIONS

Represents College to a wide audience regarding the I&R Program, assists Registrar with media, participates and/or provides support to a number of committees, networks, working groups, etc. and assists with drafting documents.

PROJECT MANAGEMENT

Leads program and College-wide ongoing and special projects, coordinating the collective skill sets and expertise, and controlling resources toward the achievement of goals and objectives.

EDUCATION

Provides orientation, continuing education and training to a wide variety of audiences regarding the I&R Program and its processes and policies, stays current with trends and regulations, etc. for College policy input, and writes submissions for College publications.

TEAMWORK AND COLLABORATION

Leads and represents the program in the shared responsibility to achieve program and College goals and objectives.

REQUIRED EDUCATION/EXPERIENCE:

- University preparation in business, social science or law.
- Minimum three years management experience, ideally in a legal or regulatory setting.
- Proven program management and project management skills.

SKILLS/ABILITIES

- Meticulous attention to detail and accuracy.
- Proven organizational and time management skills.
- Demonstrated ability to work independently and to take initiative.
- Knowledge of privacy and sensitivity to issues of confidentiality.
- Knowledge and ability to work within a legislative framework.
- Exceptional communication and interpersonal skills, including tact and diplomacy in sensitive situations.
- Analytical skills.
- Presentation skills.
- Proven experience in writing draft decisions.
- Able to set priorities and organize work effectively to deadlines.
- Personal characteristics of initiative and self-direction.
- Team player.
- Computer knowledge, including word processing, database management, and document management.
- Supervisory skills: assignment of tasks, performance review, ability to give and receive feedback

PREFERRED EDUCATION/SKILLS:

- Previous experience supporting boards, councils and/or committees.
- Previous experience with not-for-profit organizations.
- Fluency in French is an asset.
- Experience with enforcing signing authority limits.
- Understanding of budget, cost and expense management.

COMPENSATION AND BENEFITS

The starting salary is \$82,829.00. Salary may change depending on level of experience. This is a temporary full-time position (up to 15 months, contract to cover a parental leave).

The College acknowledges that it is hiring in the midst of a global pandemic. Despite the fact that the College is considered an essential business, our staff is currently working remotely. If circumstances change such that College staff does return physically to the workplace, the position requires that you be available to work onsite at the office during working hours; however, a hybrid teleworking may be possible per the College's policy.

Manager, Investigations and Resolutions

The College's physical office is located at 20 Bay Street, Suite 900, Toronto, ON, in the downtown core, on the PATH and next to Union Station. Our offices provide convenient, ideal access to transit.

We are a growing and dynamic organization with friendly, engaged staff in a collaborative work environment. The College recognizes work-life balance as fundamental to the health and well-being of its employees.

HOW TO APPLY

Please forward your resume and cover letter to resumes@coto.org by end of day October 22, 2021. Please quote "Manager, Investigations and Resolutions" in the subject line and ensure that all attachments use a filename containing your name (First Name Last Name.pdf).

The College of Occupational Therapists of Ontario is an equal opportunity employer. Our goal is to create a diverse, inclusive workforce that reflects the community. Accommodation is available under the Ontario Human Rights Code and will be made available upon request, throughout all stages of the employment cycle.

We thank all applicants in advance. Only those selected for an interview will be contacted.