



Coordinator, Professional Conduct

Opportunity in Professional Regulation

The College of Registered Psychotherapists of Ontario (CRPO) is a statutory regulatory body, established in 2015 under the Psychotherapy Act 2007. Its mandate is to regulate psychotherapists in the public interest, striving to ensure that members are competent, ethical and accountable. CRPO is one of 26 health regulatory colleges in Ontario governed by the Regulated Health Professions Act, 1991 (RHPA). For more information, visit our website at www.crpo.ca

The candidate must have excellent interpersonal & technical skills, who interacts effectively with staff, Council members, committee members, and members of the College, among others. Professionalism, maturity, tact, flexibility, initiative, and a willingness to undertake unfamiliar tasks occasionally are required.

Major Duties/Responsibilities:

- Operates as front-line communication with complainants and registrants.
- Processes complaints, including preparing correspondences and disclosing documents between complainants and registrants.
- Conducts low-risk complaint investigations, including drafting an investigation plan, completing telephone interviews and drafting witness statements and reports.
- Monitors deadlines and the progression of cases.
- Tracks complaints statistics.
- Coordinates investigations and tracking of unauthorized practice files.
- Responds to general queries about the complaint, report, discipline, and unauthorized practice processes.

Requirements:

- A University degree is required.
- 2 years of relevant work experience in health regulation.
- Direct experience in professional conduct in health regulation strongly preferred.

Skills:

- Detail-orientated.
- Comfortable discussing sensitive subject matters.
- Employs effective de-escalation techniques.
- Manages and organizes a complex workload.
- Excellent professional writing skills.
- Able to work in a dynamic environment and can recognize shifts in priorities.
- Employs effective verbal and written communication skills with colleagues and other stakeholders which may include committee members and the public. Able to recognize needs of a particular audience and modify communications to match those needs.
- Demonstrates intermediate proficiency in Word and Excel

Qualifications:

- Knowledge of the Regulated Health Professions Act, 1991 (RHPA).
- Investigative experience in a regulatory environment.
- Knowledge and experience applying relevant legislation.
- Experience in health regulation.
- Fluency in French considered an asset.

The Professional Conduct Coordinator position is being offered as a full-time salaried position.

Please submit a resume **and** cover letter to k.roberts@crpo.ca no later than **Mar 2021**. Interviews will commence prior to the submission deadline. No phone calls please. Start date: **Immediately**

We thank all applicants for their interest. Only those selected for an interview will be contacted.

College of Registered Psychotherapists of Ontario

www.crpo.ca