



Royal College of
Dental Surgeons of Ontario



Investigator (Contract)

Join us!

The Royal College of Dental Surgeons of Ontario (RCDSO) is a leader in health care regulation. As the governing body for more than 10,000 dentists in Ontario, our mission is to act in the public interest by putting patients first. We are committed to transparency, accessibility, openness and fairness in all our work.

Bring your excellent investigative and communication skills to our team as an Investigator in the College's Professional Conduct and Regulatory Affairs (PCRA) department.

The PCRA department responds to inquiries from the public about dental concerns, investigates the conduct of dentists, provides support to the College's Inquiries, Complaints and Reports (ICR) Committee and Discipline Committee in their decision-making roles, and enforces committee decisions.

As an investigator, you will use knowledge of the profession's governing legislation to impartially investigate complaints against Ontario dentists through the College's [complaint process](#). As part of a team of investigators, you will manage investigation files with the support of complaints administrative staff. The investigations are presented to the ICR Committee for review and decision-making. This role reports to the Assistant Manager, Complaints.

We are looking to fill this contract position until September 4, 2020.

What can I expect to do in this role?

You will:

- Investigate complaints about dentists from members of the public
- Respond to telephone and written inquiries regarding the College's complaint and alternative dispute resolution (ADR) processes
- Interview complainants, patients, dentists and other witnesses as necessary, both in-person and by telephone
- Arrange expert opinions as required
- Maintain case files in an organized, accurate and complete manner that is consistent with legislated requirements and College policies and procedures
- Manage investigation case files using the College's case management system and other tracking tools
- Actively participate in regular team meetings

What skills and background do I need?

The Investigator requires:

- A university degree in a related field or equivalent work experience
- Demonstrated experience and training with a variety of investigative techniques and in-depth investigative skills
- Analytical skills to investigate comprehensively and objectively while maintaining confidentiality
- Excellent interpersonal and communication skills, including experience dealing with parties who may be upset, and feel disenfranchised or marginalized
- Experience interviewing witnesses both in-person and by phone
- Experience drafting correspondence and writing reports
- Ability to work independently and exercise sound judgment
- Strong attention to detail and accuracy
- Superior organizational, time and case management skills, and the ability to work well under pressure
- Excellent computer skills (e.g. Microsoft Office) and knowledge of computerized case and document management systems
- Ability to excel in a dynamic, fast-paced team environment
- Knowledge of the Regulated Health Professions Act (RHPA), the Dentistry Act and administrative tribunal procedures
- Experience managing a case or file load is an asset
- Knowledge of dental terminology and practice is an asset

How do I apply?

Submit a cover letter, telling us why you are interested in this position and how your skills meet our needs. Your letter and a resume must be emailed to careers@rcdso.org by **May 29, 2019 at 5pm**.

Thank you for your interest; only applicants selected for an interview will be contacted.

The Royal College of Dental Surgeons is an inclusive employer.

Accommodation is available upon request under the Ontario Human Rights Code.

www.rcdso.org