



Royal College of
Dental Surgeons of Ontario

Ensuring Continued Trust



Investigator

(1 Full-Time, 1 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 communication and investigative 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.

The Investigator is responsible for investigating complaints against dentists through to disposition by the ICR Committee and representing the College at the Health Professions Appeal and Review Board.

What can I expect to do in this role?

You will:

- Investigate complaints about dentists from members of the public, ensuring compliance with legislative requirements, as well as College policies and procedures

- 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
- Visit dental practices across the province to conduct investigations
- Maintain hard copy case files in an organized, accurate and complete manner
- Manage electronic case files using the College's case management system
- Participate in and contribute to regular team meetings
- Represent the College at the Health Professions Appeal and Review Board

What skills and background do I need?

The Investigator requires:

- A completed university degree in a related field or equivalent work experience; LLB or equivalent is an asset
- Demonstrated experience and training with a variety of investigative techniques and superior investigative skills
- The ability to investigate thoroughly and objectively while maintaining confidentiality
- Excellent interpersonal, written and oral interviewing skills
- Knowledge of the Regulated Health Professions Act (RHPA), the Dentistry Act and administrative tribunal procedures
- 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 and knowledge of computerized case and document management systems
- Ability to excel in a dynamic, fast-paced team environment
- Knowledge of dental terminology and practice is an asset
- Bilingualism (French and English) 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 **January 18, 2018 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