



The College of Optometrists of Ontario is a self-regulatory authority responsible for registering (licensing) and governing optometrists in Ontario. Optometry has been regulated in Ontario since 1919 and is guided by legislation including the Regulated Health Professions Act and Optometry Act. The College's mission is to serve the public by regulating Ontario's optometrists. The College uses its authority to guide the profession in the delivery of safe, ethical, progressive and quality eye care at the highest standards. Its vision: The best eye health and vision for everyone in Ontario, through excellence in optometric care.

CASE MANAGER, INVESTIGATIONS

About the Role

The College of Optometrists of Ontario is seeking a Case Manager, Investigations to support case management for investigations and resolutions. The Case Manager, Investigations will manage all aspects of complaints and reports from intake to disposition, and assist the Director in supporting the Inquiries, Complaints and Reports Committee (ICRC).

Key Duties and Responsibilities

- Co-ordinating and managing investigations in accordance with legislative requirements including adhering to and improving timelines;
- Administering and evaluating the investigations and resolutions program, including ongoing quality improvement activities;
- Reporting all aspects of investigations and resolutions to the Director using metrics and standards, including data collection and reporting related to case files;
- Assisting in drafting decisions for the ICRC;
- Establishing and maintaining professional and timely rapport with outside investigators, optometrists, complainants, and government agencies;
- Assisting the Director in planning Committee meetings and preparing meeting documents; and
- Acting as an investigator for non-complex investigations.

Skills

- Strong attention to detail.
- Excellent organizational skills.
- Strong legal writing skills with the ability to summarize pertinent information.
- Ability to read and understand legal documents.
- Excellent interpersonal and analytical skills.
- Ability to work independently as well as collaboratively, to prioritize and manage different and varied tasks simultaneously and meet deadlines.
- Ability to deal with sensitive and confidential information using discretion, professionalism and good judgment.

Qualifications

- Post-secondary degree, preferably in law or health care, with a minimum of three years' relevant case management experience, preferably in a regulatory environment.
- Knowledge of the *Regulated Health Professions Act, 1991*, the *Optometry Act, 1991*, as amended, and its regulations, as well as case law developments in health professional regulation.
- Proven ability to read and assimilate legislation.
- Proficiency in MS Office (Word, PowerPoint, Outlook, Mail Merge, Excel), database software, and case management tools.
- Experience as an investigator and working with lawyers in a health regulatory environment are definite assets.
- Experience with content management systems is an asset.

More about the College

We are a small, professional team that promotes collaboration and work-life balance. The College is located in midtown Toronto near the subway system.

How to Apply

Qualified candidates interested in this opportunity are asked to send a cover letter and resume to optom@hrassociates.ca by Friday, December 6, 2019.

Questions about the position or the recruitment process can be directed to Luciana Da Silva of HR Associates at 416-237-1500, ext. 266, or Luciana.DaSilva@hrassociates.ca.

Please note that applications will be assessed on a rolling basis.

*We thank all applicants, however, only those selected for an interview will be contacted.
Accommodations are available upon request.*