



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 regulate Ontario's optometry profession in the public interest. 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: A leading regulator focused on safe eye care and progressive practice.

MANAGER, INVESTIGATIONS AND RESOLUTIONS

The College of Optometrists of Ontario is seeking a qualified candidate to fill the role of Manager, Investigations and Resolutions. As the successful candidate, you are self-motivated, knowledgeable, and experienced in inquiries, complaints, and reports processes, including investigations. The College's primary focus is to ensure patients have access to safe, ethical, and high-quality optometric care, and your role will be instrumental in assisting the College achieve this goal.

Key Duties and Responsibilities

The Manager, Investigations and Resolutions acts as a staff resource to the Inquiries, Complaints and Reports Committee (ICRC), which involves assisting the chair with committee administration; attending committee meetings; acting as a liaison between optometrists and the committee; and ensuring committee activities fall within the statutory timeframes. This position manages inquiries, complaints, and reports processes, including investigations; drafts written decisions (and articulates reasons for decisions) for legal review; prepares materials for referral to the Discipline Committee; prepares appeals of ICRC decisions; and appears before the Health Professions Appeal and Review Board, as necessary. The Manager, Investigations and Resolutions assists the College prosecutor in preparing cases and submissions for discipline hearings. This position will also involve report writing, ongoing monitoring and reporting activities, as well as acting as a staff resource to other College committee(s) as assigned by the Registrar.

Skills and Qualifications

- University degree or college diploma, preferably in health care or administrative law.
- A minimum of two years' relevant experience in the regulatory and/or legal field including a strong background in complaints resolution and mediation.
- Knowledge of health legislation, including the *Regulated Health Professions Act* and the *Optometry Act, 1991*.
- Knowledge of College policies and guidelines and an understanding of the role of a regulatory authority.
- Proven experience providing committee support.
- Superior communication skills, including written, presentation, and interpersonal skills.
- Proven analytical and conflict management skills, as well as risk management and organizational skills.
- Experience in reading and interpreting law, statutes and regulations is a strong asset.

- Experience organizing and leading training/orientation sessions for committee members.
- Computer skills must include Microsoft Office and database systems.

The College offers competitive compensation, based on experience.

More about the College

We are a small, professional team that promotes collaboration and work-life balance. The College is in midtown Toronto near the subway. Our staff is currently working remotely.

How to Apply

Qualified candidates interested in this opportunity are asked to send a cover letter and resume to optom@hrassociates.ca by Monday, May 10.

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.*