



INVESTIGATIONS AND HEARINGS COORDINATOR, PROFESSIONAL CONDUCT
Full-time Permanent Position
\$60,000

The College of Opticians of Ontario is the body that registers and regulates all opticians in the province, and we ensure that optical services in Ontario are provided by healthcare professionals who maintain a high standard of practice and professionalism.

We are a small and highly motivated team, and as the **Investigations and Hearings Coordinator, Professional Conduct**, you'll have the opportunity to have a big impact. At the College, we encourage creativity and innovation, and are continuously improving our processes and policies with the help of our dedicated and insightful team. Due to the pandemic, this position requires some in office attendance for team meetings, committee meetings, and hearings, with the balance of the work being performed remotely.

This is a great opportunity to make a difference, grow professionally, and work in a collaborative, supportive team environment.

As the Investigations and Hearings Coordinator, Professional Conduct, you will assist the Manager in ongoing investigation and hearing matters, and provide support to the Inquiries, Complaints and Reports Committee (ICRC) and Discipline Committee. The Coordinator is adaptable, meticulous, and forward-thinking with solid problem-solving and communication skills, who takes initiative in the following duties:

Responsibilities:

- Responding to general inquiries about the complaint, report, discipline and unauthorized practice processes and the status of ongoing matters.
- Operating as front-line communication with complainants and registrants.
- Assisting with the processing of complaints, including preparing correspondence and documents for disclosure between complainants, registrants and external investigators and external legal counsel, as required.
- Supporting the Manager with investigating new and ongoing complaint, report and unauthorized practice matters.
- Assisting with the scheduling and coordinating of meetings and recording meeting minutes.
- Preparing and uploading meeting materials for committee and/or panel meetings.
- Communicating with internal and external legal counsel and external investigators as required.
- Ensuring that the Public Register of the College is kept up to date in accordance with the requirements set out in the Regulated Health Professions Act and the College's by-laws.
- Monitoring registrants' compliance with orders of the Inquiries, Complaints and Reports Committee and/or the Discipline Committee and/or undertakings.
- Maintaining all database, department statistics, and file tracking information.
- Updating department tools and templates.

- Assisting the Manager and/or Senior Management with research-based projects relating to Professional Conduct.
- Assisting with administrative tasks in relation to Discipline Committee Hearings.
- Supporting other departmental functions as needed.

Required Qualifications

- University degree in a relevant field.
- At least two years' related experience, preferably in investigations or with another regulatory body.
- Knowledge of and ability to work within a legislative framework; demonstrated experience with the *Regulated Health Professions Act, 1991* and the *Health Professions Procedural Code* is a definite asset.
- Proven exceptional written and verbal communications skills, including experience with formal report writing.
- Experience with conducting interviews and document findings.

Required Competencies

- Meticulous attention to detail and accuracy.
- Proven interpersonal and written communication skills.
- Able to think critically and to exercise independent and sound judgment in anticipating needs and taking initiative.
- Ability to set priorities and work independently and as part of an integrated team.
- Ability to deal with confidential issues in a sensitive, efficient and professional manner internally and externally.
- Proactive and confident team player with demonstrated initiative, judgment and discretion.
- Proven time management, organizational and analytical skills; ability to manage multiple priorities and deadlines.
- Dependability, professionalism, trust and confidentiality – exhibits exceptional work ethic and values consistent with the organization.
- Proficiency with MS Office, including Word, Excel, Outlook and PowerPoint.
- Bilingual (French/English) an asset.

To Apply

Please submit a resume and cover letter to fasad@collegeofopticians.ca by May 19, 2023. We thank all applicants for their interest, however only those candidates selected for an interview will be contacted.

The College of Opticians of Ontario, an equal opportunity employer, is committed to creating a diverse, equitable, and inclusive environment that is reflective of the diversity of the public that we serve. Eligible candidates from equity-deserving groups are encouraged to apply, including Indigenous persons, racialized persons / persons of colour, women, LGBTQ2S+, and persons with disabilities. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005, upon request, accommodation will be

provided throughout the recruitment, selection and/or assessment process to applicants with disabilities.

The College is committed to providing reasonable accommodations for individuals applying to positions within the organization. If you require additional assistance for any part of the application process, you may contact Fizza Asad, Human Resources Specialist at fasad@collegeofopticians.ca.