



MANAGER, PROFESSIONAL CONDUCT
Full-time 14 month Contract Position
\$85,000 – 95,000

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 **Manager, 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 Manager, Professional Conduct, you will take the lead in managing ongoing investigations, supporting the Inquiries, Complaints and Reports Committee (ICRC) and facilitating the work of the Discipline Committee. The Manager is adaptable, meticulous, and forward-thinking with solid problem-solving and communication skills, who takes initiative in the following duties:

Inquiries, Complaints and Reports Committee (ICRC)

- Respond to general inquiries regarding complaints and unauthorized practice processes and the status of ongoing matters.
- Conduct an initial screening of all incoming complaints and unauthorized practice matters to determine whether any immediate steps are required.
- Ensure that statutory timelines and notice requirements with respect to complaint matters and Registrar's Reports are met.
- Assign complaints, reports and unauthorized practice matters to panels of the ICRC.
- Gather information relating to ongoing complaints, Registrar's Reports and unauthorized practice matters and ensure that all information is properly logged, organized and securely stored.
- Monitor the status of all complaints, Registrar's Reports and unauthorized practice matters to ensure thorough case management.
- Work with internal and external legal counsel and external investigators as required.
- Draft, in conjunction with the ICRC, decisions, reasons for decisions, written advice, oral cautions, and acknowledgment and undertakings, for complaints matters and Registrar's Reports.
- Apprise the Registrar of the status of complaints when required and work with the Registrar on matters requiring a Registrar's Report.

- As appointed by the Registrar and/or the Inquiries, Complaints and Reports Committee, act as a section 75 (Regulated Health Professions Act) investigator into matters involving the professional conduct of members.
- Ensure 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.
- Monitor registrants' compliance with orders of the Inquiries, Complaints and Reports Committee and/or acknowledgment and undertakings.
- Represent the College at Health Professions Appeal and Review Board pre-reviews and reviews of complaints matters.
- Responsible for responding to requests by the Health Professions Appeal and Review Board for the preparation of documentation and information for reviews.
- Ensure that all database and tracking information is continually updated.
- Prepare and submit requests on behalf of the Inquiries, Complaints and Reports Committee for prosecution in unauthorized practice matters for approval by the Executive Committee.

Discipline Committee

- Provides Committee with referrals from Inquiries, Complaints and Reports Committee.
- Oversee pre-hearing conferences and discipline hearings in conjunction with the Chair of the Discipline Committee.
- Liaise with legal counsel regarding Discipline matters as required.
- Monitor registrants' compliance with orders of the Discipline Committee.
- Ensure that the Public Register of the College is updated as per legislative and by-law requirements.

General Committee Support

- Ensure Committee members receive orientation and education regarding related policies, processes and procedures, and develop tools and resources for training and decision making.
- Initiate, develop, implement and evaluate committee processes and projects including policies and procedures for the Committee, and ensure these are adhered to.
- Schedule meeting dates, develop meeting agendas in consultation with the Chair of the Committee and oversee completion of accurate meeting minutes.
- Conduct research, develop reports and briefing notes, carry out project directives as set by the Committee and provide follow-up on Committee initiatives.
- Regularly track action outcomes of the Committee and ensure appropriate follow-up.
- Apprise the Registrar of all issues/applications which require policy and/or legislative interpretation.
- Ensure compliance with the COO Strategic Plan and ensure all outcomes related to the Committee are executed within the timelines set out.
- Prepare quarterly committee reports to the Board, in consultation with committee chairs.

Required Qualifications

- University degree in law, business, or public administration or a combination of education and experience. LLB or JD an asset.

- At least four years' experience in a non-profit organization, preferably 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.
- Experience in supporting boards and committees.
- Proven exceptional written and verbal communications skills.
- Proven presentation delivery and policy development skills.

Required Competencies

- Meticulous attention to detail and accuracy.
- Proven interpersonal and written communication skills with emphasis on experience in drafting decisions.
- 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.
- Adapts to change, manages competing demands, and is able to deal with frequent change, delays and/or unexpected events.
- 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 October 13, 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.