



*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.*

## **COORDINATOR, INVESTIGATIONS & HEARINGS**

Reporting to the Director, Investigations & Resolutions, this position will provide administrative and investigative support to the Director and involves coordinating and monitoring activities regarding the complaints' investigation and hearings processes. Responsibilities include: responding in a timely manner to queries from the public regarding the complaints process; ensuring that relevant and accurate information is provided to parties with respect to the investigations and hearings processes; ensuring detailed information is captured accurately and fully in case files, reports and the complaints and member databases; monitoring member compliance for resolution undertakings and agreements; and monitoring/assimilating government policy/legislation relevant to areas of responsibility. This position will provide general administrative support e.g., prepare standard letters/legal documents, maintain confidential records and files, assist the Director in the coordination of meetings and hearings including the preparation of meeting notices/agendas; and update documents. An important aspect of this position is to establish and maintain professional and timely communication with the Director, optometrists and external stakeholders including the public, complainants, government agencies, and legal offices. The coordinator will also act as administrative resource to the Discipline Committee. The coordinator's duties include liaising with the Committee Chair and members, communicating with the parties and ensuring the proper scheduling and coordination of discipline hearings.

### **Qualifications**

- University degree or community college diploma, preferably in Administrative Law, Business or Health Care, with a minimum of 3 years' relevant experience including complaints resolution. Ideally, experience includes working in a regulatory, not-for-profit work environment, preferably in health care.
- Proven ability to read and to assimilate legislation. Knowledge of health legislation is a definite asset.
- Strong knowledge of basic legal concepts, principles and terminology,
- Ability to explain information in an understandable way to diverse stakeholders, and effectively manage complaints and conflicts. Excellent listening and problem-solving skills. Strong interpersonal skills.
- Excellent writing and above average communications and proofreading skills; strong attention to detail.
- Excellent research and analytical skills for identifying information and issues of relevance.

- Proficient in MS Office (Word, PowerPoint, Outlook, Mail Merge, Excel) and database software. Website content management knowledge/experience is an asset.
- Ability to work independently as well as collaboratively, to prioritize and manage several different and varied tasks simultaneously and meet deadlines.

**How to Apply:** Qualified candidates interested in this opportunity located in midtown Toronto are asked to send a cover letter and resume to [hr@collegeoptom.on.ca](mailto:hr@collegeoptom.on.ca) by **Friday, June 21, 2019**.

Please note that applications will be assessed on a rolling basis. No phone calls please.

*We thank all applicants, however, only those selected for an interview will be contacted.*