

**Position:** Governance Specialist  
**Location:** Toronto, ON - RHRA operates in a hybrid working environment  
**Status:** Full-time, Permanent  
**Reports to:** CEO and Registrar  
**Salary:** Commensurate with level of experience

**Do you have excellent judgement, a drive to learn, and want to help build a best-in-class approach to protecting consumers and regulating seniors' care?**

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The RHRA is seeking candidates for the role of **Governance Specialist**. This position manages the affairs of the RHRA Board of Directors, which is responsible for RHRA oversight. This position also serves as a liaison to the organization's statutory officers. The Specialist coordinates activities to ensure compliance with governance-related regulatory and legislative requirements and reporting and provides support for special projects and policy and procedure development, as needed.

**Key Responsibilities:**

- Serves as staff resource for the Board and all standing and ad hoc Board bodies, providing corporate governance advice and support.
- Develops and maintains productive working relationships with Board Directors and manages frequent communications with the Board.
- Liaises with external and internal stakeholders and third-party consultants in relation to Board-specific matters.
- Responsible for all aspects of Board and Committee meetings and agenda planning meetings; plans Annual Members Meeting in collaboration with other staff.
- Prepares Board and Committee annual calendars, workplans, meeting notices, agendas, speaking and briefing notes for Board leadership and management, resolutions, minutes and other products. Compiles and distributes Board packages, follows up on any outstanding agenda/action items. Maintains minute book and Board records.
- Prepares Board and Committee meeting materials; develops presentation content and other documentation for management as required.
- Develops, reviews and maintains Board policies and procedures and identifies best practices for governance related policies, consulting with other regulators and government as appropriate.
- Manages the orientation process for new directors, plans and facilitates annual Board education, provides guidance to directors on ongoing professional development.
- Coordinates Board surveys, results compilation and assessment, and other Board and/or governance evaluation processes.
- Under the leadership of the Chief Privacy Officer ensures implementation of privacy policies and procedures for the Board to ensure required legislative compliance. Manages corporate filings.

- Monitors the Memorandum of Understanding (MOU) to assure achievement of its purpose related specifically to all governance-related items.
- Contributes to and participates in all aspects of the MOU review, employing best practices in research, analysis and stakeholder engagement.
- Supports the CEO by coordinating with senior management to complete all required reporting and meet all accountability requirements required to fulfill the MOU.
- Acts as executive level support and single point of contact to the Complaints Review Officer (CRO) and the Risk Officer (RO) to help them in the execution of his/her duties.
- Coordinates with the RO on all reporting being provided to the Board and coordinates the timing and delivery of his/her annual report.
- Supports the CRO with development of activity and any other relevant reporting provided to the Board.
- Supports the Board with their oversight of statutory officers by providing periodic information and/or reports; coordinating oversight activities such as performance discussions and appointment activities.
- Provides a platform for feedback to the Board from the RHRA on matters related to the statutory officers' execution and interaction with staff.
- Provides support to executive meetings as required.
- Assists the CEO/Registrar with diverse projects as needed, such as planning and execution of select business plan initiatives.
- Performs other special projects as required.

**Minimum Qualifications:**

- Bachelor's Degree in a relevant discipline.
- 6+ years of progressive, comparable experience, in a regulatory or similar environment; or an equivalent combination of education and experience.
- Bilingualism is an asset (English and French).
- Understanding of the regulatory environment, processes and issues.

**Required Competencies:**

- Comprehensive knowledge or the ability to quickly learn the RHRA's policies, procedures, and operations.
- Understanding of the business of a regulatory authority and its role in the industry.
- Highly organized with exceptional time-management, planning and administrative skills to manage variable workloads, set priorities, and to complete other assigned duties with efficacy.
- Strategic thinking to identify needs, interpret intent, develop parameters, synthesize information and implement initiatives to enhance the Authority's efficacy.
- Ability to clearly and effectively communicate with others in written and verbal formats, providing a variety of information to staff and the Board of Directors, as well as other stakeholders.
- Proficiency in minute-taking and preparation protocols.

- Ability to maintain confidentiality in handling highly sensitive information.
- High initiative and self-management to work independently and with minimal supervision.
- Demonstrable flexibility and teamwork with the strong ability to exercise sound judgment, make decisions and problem-solve under pressure.
- Demonstrable professional, positive, and approachable attitude/demeanor, with the ability to build and maintain relationships with Ministry staff and other external stakeholders, Board of Directors, and internal staff.
- Computer proficiency utilizing Microsoft Office productivity tools.

**The RHRA offers a great working environment, learning and development opportunities, work-life balance and, a competitive compensation and benefits package.**

**Other Requirements:** Satisfactory Professional and Criminal Reference Checks. Required office equipment (laptop, headset, softphone) will be provided. RHRA operates in a hybrid working environment, depending on location of successful candidate, attendance in the office for two days per week may be expected. Please note that employees of RHRA are strongly encouraged to be double vaccinated with a COVID-19 vaccine approved by Health Canada and to maintain their status as fully vaccinated. RHRA considers individual requests for accommodation by those who cannot be fully vaccinated due to grounds protected under the Human Rights Code.

**To apply please submit your cover letter and resume to [careers@rhra.ca](mailto:careers@rhra.ca) by April 22, 2022**

*The Retirement Homes Regulatory Authority (RHRA) has the mandate to license and inspect Ontario's more than 750 retirement homes where over 60,000 seniors live. The RHRA is an agent for positive change, by working with the retirement homes sector to increase the protection, safety and well-being of our aging population.*

*The RHRA administers the Retirement Homes Act, 2010, which involves licensing homes, educating licensees, consumers and the public about the standards regulating retirement homes, carrying out inspections of retirement homes, and taking compliance and enforcement action as needed. The RHRA's guiding principle is that a retirement home should be a place where residents live with dignity, respect, privacy and autonomy, in security, safety and comfort and can make informed choices about their care options.*

*RHRA has a diverse workforce and is an equal opportunity employer. We welcome and encourage applications from people with disabilities and, accommodations are available on request for candidates taking part in all aspects of the selection process. We thank all applicants however, only those under consideration will be contacted.*