



## Position Description

<b>Position:</b>	Professional Conduct Coordinator, Intake & Monitoring
<b>Reports to:</b>	Professional Conduct Director
<b>Date Approved:</b>	April 9, 2026
<b>Approved by:</b>	Pree Tyagi, Registrar & CEO

This Position Description is a general description of the duties, purpose, responsibilities, and scope of a job, along with the title of the job, and the name or designation of the person to whom the employee reports. It is not an exhaustive list of all the duties, functions, and tasks associated with the position. The Position Description is intended to be used in conjunction with the terms set out in the employment agreement, and the CMRITO policies regarding administration, human resources, and others that set out employees' responsibilities and accountabilities to the CMRITO, the Registrar & CEO, and other staff.

### Scope of the Position

Working under the direction of the Professional Conduct Director ("the Director"), the Professional Conduct Coordinator, Intake & Monitoring ("the Coordinator") will support the intake and monitoring of Professional Conduct matters including complaints, mandatory reports, and illegal practice. The Professional Conduct Coordinator, Intake & Monitoring is a new role and is currently vacant.

This position description outlines the nature and level of work and results expected. It is not designed to provide an exhaustive list of activities but rather to outline the scope of the job and the expected results.

### Position Summary

The Professional Conduct Coordinator, Intake & Monitoring provides skilled legal and administrative support to the Professional Conduct Department, assisting with the intake of complaints and reports, preliminary inquiries, and monitoring of professional conduct matters, including concerns respecting professional misconduct, incompetence, incapacity, and illegal practice. This role supports the effective and timely triage of concerns and contributes to CMRITO's mandate of public protection.

The successful candidate will be highly organized, detail-oriented, and experienced working within a regulatory, tribunal, or litigation environment, with a demonstrated ability to manage multiple cases involving sensitive and confidential information.

## **Key Responsibilities**

Under the direction of the Director, the Coordinator will:

- act as a point of contact with complainants, registrants, legal counsel, and employer system partners, responding to inquiries with discretion and professionalism
- support the Professional Conduct Intake & Monitoring Team to triage, track, and monitor the intake of patient complaints until such time as the complainant consents to proceed with the investigation, the registrant is identified, and any other matters needed to ensure preparations for the Inquiries, Complaints and Reports (ICR) Committee's review
- draft, format, and proofread correspondence, memoranda, summaries, and other documents related to Professional Conduct matters
- conduct factual research and environmental scans to support the Intake & Monitoring Team
- analyze information and identify issues related to the professional obligations of registrants
- gather additional information from complainants, registrants, and facilities for preliminary review, as directed
- engage with complainants, members of the public, registrants, and facilities to provide education on Professional Conduct processes, and the applicable sections of the legislation and College by-laws, as directed
- summarize cases and provide supporting case documentation in preparation for Professional Conduct and cross-departmental meetings
- in collaboration with the Professional Conduct Manager, Intake & Monitoring ("the Manager"), review email correspondence and file materials and any documents for accuracy and completeness
- prepare necessary triage documentation, as directed
- respond to general inquiries and incoming communications within appropriate timeframes

- assist with file triage, document organization, and case maintenance in accordance with statutory requirements, internal policies, and records management standards
- maintain confidentiality and exercise sound judgement when handling sensitive, high-risk, or high-profile matters
- assist with reporting, statistics, and process improvement initiatives within the Professional Conduct Department

## **Education and Experience**

- diploma from a recognized **Law Clerk** program (Institute of Law Clerks of Ontario membership strongly preferred) or a **licensed Paralegal** in good standing with the Law Society of Ontario
- minimum of five (5) years of progressive experience providing paralegal or law clerk support in a legal, regulatory, tribunal, or litigation environment
- experience supporting preliminary fact finding is strongly preferred
- experience supporting administrative law, professional discipline, or regulatory bodies is strongly preferred
- experience working with or knowledge of the *Regulated Health Professions Act, 1991* (RHPA) is considered an asset

## **Knowledge and Skills**

- demonstrated ability to manage multiple legal files
- proven ability to prioritize workload and competing deadlines in a fast-paced environment based on organizational risk and public protection
- excellent written and verbal communication skills, with strong attention to detail and accuracy
- high level of discretion, tact, professionalism, and judgement when dealing with confidential and sensitive matters
- strong organizational, analytical, and problem-solving skills
- proficiency with Microsoft Office 365 (Word, Outlook, Excel, Teams) and experience with case management and document management systems
- ability to work independently and collaboratively within a multidisciplinary team

This role is a remote permanent full-time position. Candidates must be currently authorized to work in Canada and must reside in the province of Ontario.

### **The Position Package Includes**

- the compensation for this position is commensurate with qualifications and experience within the range for the role of \$71,702 to \$86,534.
- competitive compensation and benefits package that includes a defined benefit pension plan with HOOPP, extended health, dental, life, and disability insurance, access to an employee assistance program
- 15 days of vacation

### **How to Apply**

Please submit your cover letter and resume on a confidential basis through Altis:

<https://jobportal.altis.com/ad?b=altistechnology&jobid=27502>

Use the subject line: “Application for Professional Conduct Coordinator, Intake & Monitoring”.

Artificial intelligence (“AI”) is not being used to screen, assess or select applicants for a position.

We thank all applicants for their interest, however, only those candidates who most closely match our requirements will be contacted for an interview.

*CMRITO is an equal opportunity employer and encourages all interested and qualified candidates to apply. We are committed to reviewing our programs and practices to ensure that they support equity, diversity, and inclusion. To support this work, we are an Employer Partner with the Canadian Centre for Diversity and Inclusion (CCDI), [www.ccdi.ca](http://www.ccdi.ca). CMRITO recognizes the importance of diversity, equity and inclusion and welcomes applicants from visible minorities, indigenous people, persons of any sexual orientation, gender or identity and persons with disabilities. Should you require any type of accommodation during the selection process, please advise us. Information received relating to accommodations will be addressed confidentially.*