



## **Job Posting:** **Professional Conduct Coordinator, Intake & Monitoring**

The College of Medical Radiation and Imaging Technologists of Ontario (CMRITO) regulates over 12,000 medical radiation and imaging technologists in five specialties: radiography, radiation therapy, nuclear medicine, magnetic resonance, and diagnostic medical sonography.

The CMRITO acts in accordance with the *Regulated Health Professions Act, 1991* (RHPA) and the *Medical Radiation and Imaging Technology Act, 2017* (MRIT Act). Our primary responsibility is to serve and protect the public interest by setting entry to practice requirements and establishing standards of practice for the profession, ensuring the continued competence of our registrants through our quality assurance program, and addressing concerns through our complaints and discipline process. CMRITO is a virtual organization with 30+ staff. Please visit [www.cmrito.org](http://www.cmrito.org) to learn more about us.

CMRITO is seeking a Professional Conduct Coordinator, Intake & Monitoring for a remote, full-time, permanent position.

This is a general description of the duties, purpose, responsibilities, and scope of the position; it is not an exhaustive list of all the associated duties, functions, and tasks.

### **About 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.

This position description outlines the nature and level of work and results expected. It is not designed to provide an exhaustive list of activities rather to outline the scope of the job and the expected results. [Please click here for the detailed position description.](#)

## **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.*