



JOB POSTING: Professional Conduct Manager – Intake and Monitoring

The College of Medical Radiation and Imaging Technologists of Ontario (CMRITO) is the regulator for medical radiation and imaging technologists in Ontario. We are an effective and collaborative regulator that values integrity, respect, and trustworthiness and is committed to ensuring transparency, professionalism, and equity, diversity, and inclusion. These values shape our organizational culture and are the basis of our decision-making and actions. To learn more about our mandate, see our [website](#).

CMRITO is looking for an energetic, conscientious, and detail-oriented individual who enjoys making a difference, being part of a team and takes pride in their work to join our team in a permanent full-time position. The CMRITO office is in downtown Toronto, but the office is currently working remotely and will be doing so until April 2022. Flexible work arrangements may be available once the office opens again for on-site meetings and work.

JOB DESCRIPTION/RESPONSIBILITIES:

Working under the direction of the Professional Conduct & Regulatory Affairs Director (“the Director”), the Professional Conduct Manager – Intake and Monitoring (“the Manager”) will manage the intake of complaints from members of the public, mandatory reports from employers and other individuals, mandatory self-reports from members of the profession, illegal practice concerns, and other concerns that come to the attention of the College regarding the conduct of its members. The Manager will also manage the College’s Registrar’s review and compliance monitoring processes, provide project-specific support to the Registrar and other Directors, and support the professional practice program area, as required.

The Professional Conduct Manager will:

- communicate with members of the public, employers, members of the profession, and other individuals, responding to inquiries about CMRITO’s professional conduct processes
- provide information to members of the profession, other regulated health professionals, employers, and facility operators regarding their mandatory reporting obligations
- triage, track and monitor the intake of patient complaints until such time as the complainant consents to proceed with the investigation and the member is identified
- intake, triage, track, and monitor the review of information by the Registrar as part of CMRITO’s Registrar’s Review process
- track and monitor member’s compliance with orders of the Inquiries, Complaints and Reports (ICR) Committee, Discipline Committee, and Fitness to Practise Committee
- ensure that accurate records are maintained in Outlook, CMM, SharePoint, and Boardvantage

- review files for all Registrar's Review meetings
- assist and support other program areas as required
- support the Registrar and Directors in project management as required

REQUIREMENTS/QUALIFICATIONS:

- an active CMRITO certificate of registration in any of the five specialties is required
- previous direct patient care experience as a medical radiation and imaging technologist in a hospital setting or Independent Health Facility is required
- minimum of 5 years of supervisory or management experience in a hospital or Independent Health Facility is required
- an understanding of the Standards of Practice and legislation that governs the practice of the profession of medical radiation and imaging technology in Ontario is required
- stable and consistent internet access to handle video conferencing (over MS Teams) and resources access (Web Browsing) is required
- proficiency in Microsoft Office suite including Word, Excel and Outlook is required
- demonstrated leadership and presentation skills are required
- strong organizational, analytical, and problem-solving skills, with attention to detail, accuracy and the ability to work with confidential materials are required
- exceptional interpersonal communications skills, both verbal and written, including tact and diplomacy in sensitive situations, and effective telephone skills in English are required
- fluency in French would be an asset
- previous experience managing complaints from patients is preferred
- experience with Microsoft Teams, Microsoft Dynamics CRM and SharePoint would be an asset
- proven time management skills and ability to manage multiple tasks and achieve deadlines under pressure
- commitment to customer service
- demonstrated initiative and ability to function both independently and as a team member

Click [here](#) to view a detailed Position Description.

CMRITO offers a competitive compensation and benefits plan that includes a defined benefit pension plan with HOOPP, extended health, dental, life and disability insurance, access to an employee assistance program, learning opportunities and excellent policies regarding vacation, personal, sick, and professional development days.

Salary range: \$102,495 - \$125,992

CMRITO is an equal opportunity employer and encourages all interested and qualified candidates to apply. 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.

We thank all applicants for their interest, however, only those candidates who most closely match our requirements will be contacted for an interview. Candidates must be currently authorized to work in Canada and must reside in the province of Ontario.

If this opportunity is of interest to you, please send your resume to: Nerissa de Vera, Finance and HR Manager at hr@cmrito.org. Please use the subject line: "Application for Professional Conduct Manager position."