



Registration Lead Health and Supportive Care Providers Oversight Authority

The Health and Supportive Care Providers Oversight Authority (HSCPOA) is seeking an energetic, self-motivated individual to join the staff of this newly formed organization. HSCPOA has a mandate to register and provide oversight of Personal Support Workers (PSWs) and other potential classes of registrants that may be prescribed by government in future regulations to be made under the new *Health and Supportive Care Providers Oversight Authority Act, 2021*.

Reporting to the CEO, as Registration Lead for this start up organization you will develop programs and systems from the ground up to ensure applicants seeking registration possess the required competence to deliver safe, competent, ethical, high-quality care to patients, clients and residents in their homes, hospitals, long-term care facilities, or other health care environments.

Registration Program Development and Implementation

- Processes, forms, tools and supporting communication messages are designed and implemented to facilitate the efficient collection of information from applicants seeking to register with HSCPOA through the various pathways set out in the regulations
- Registration Program practices are transparent, objective, impartial and fair, as set out in the Fair Access to Regulated Professions and Compulsory Trades Act, 2006
- Input into the development of the Annual Operating Plan for registration programs.
- Action plans set out in the Plan are effectively implemented
- Program performance measures are accurately collected and reported
- Applicant, registrant, and employer feedback regarding registration processes are effectively collected and used to develop objectives for improvements to program practices and processes.
- Resources requirements for the program are communicated to ensure they meet registration-related needs.
- Registration staff are provided appropriate training and guidance to fulfil their responsibilities; staff development needs and opportunities are identified



Policy and Procedures

- Draft Registration Program policies and procedures for approval of the CEO.
- Implement, maintain, and evolve the policies as required to ensure they continue to meet objectives of the registration program and deliver the intentions set out in the relevant registration legislation, regulations, and bylaws
- Draft recommendations for revisions to the Registration Program Policies and Procedures for the consideration of the CEO

Applicant and Registrant Database

- The Applicant and Registration database needs are accurately defined and calibrated to facilitate collection of required information to enable the assessment of registration readiness and automated workflow to move the applications through the system.
- Production and validation of reports for internal and external stakeholders related to the application and registrant database.
- Interfacing with Technology vendors to facilitate revisions and or updates to the application and registrant database as required.
- Ensuring the Public Register displays the required information accurately and on a timely basis.
- Triage all requests for specific changes to the Public Register for approval by the CEO.

Communication and Customer Service

- Information and responses to questions and inquiries regarding registration are provided to applicants, registrants, employers, the public or stakeholders in a timely and accurate manner
- Applicants and employers are communicated with effectively regarding the registration processes.
- Inquiries and complaints respecting the registration process and systems are tracked, monitored, and analyzed to support ongoing quality improvement.
- Information for the website and other communication channels on key registration messages are drafted for CEO approval.
- HSCPOA representation to the applicant groups, employers, registrants, public and other stakeholders is provided as requested by the Director.



QUALIFICATIONS

- Post- secondary degree in a related discipline (or equivalent education and experience)
- Four or more years of experience in registration or program development
- Knowledge of and ability to work within a legislative framework, demonstrated experience with the Fair Access to Regulated Professions and Compulsory Trades Act, 2006
- Advanced computer and database literacy and proficiency (Microsoft Office, Microsoft Project, and SharePoint)
- Effective communication skills including verbal, written, and one-on-one communications
- Strong trouble shooting and problem-solving skills
- Able to work independently with minimal supervision and in a team
- Highly developed organizational skills including time and project management skills
- Bilingual English and French an asset

Compensation and Work Environment.

We are a newly formed organization. Pension and benefit programs will be competitive with regulatory industry employers in the Ontario. An allowance towards benefits will be provided until such time that benefits are in place.

HSCPOA is a virtual organization without a specified office space. Employees will be required to work from their Ontario residence.

How to Apply

To be considered for this role, please forward your resume and cover letter to hr@hscpoa.com.

We invite all eligible candidates to apply. We thank all applicants in advance, however, only those selected for an interview will be contacted.