

Manager of Investigations and Hearings

CASLPO, M4N 3N1

Are you an inquisitive, organized, and proactive individual, with experience in the regulatory industry?

Are you looking for an opportunity to join a professional organization with which you can grow?

Look no further. We are [The College of Audiologists and Speech-Language Pathologists \(CASLPO\)](#), one of Ontario's 26 self-governing health colleges. Our mandate is to protect the public - with over 4000 audiologist and speech-language pathologist members, it's critical that patients can put their trust in those who treat them.

Our professional conduct team investigates concerns about members fairly and objectively. Currently, we are looking for our new **Manager of Investigations and Hearings**.

Manager of Investigations and Hearings

This is a full-time position, reporting to the Director of Professional Conduct. Your purpose in this role is to ensure the appropriate administrative management of the ICRC (Inquiries, Complaints, and Reports Committee) and discipline cases, and to conduct investigations as assigned.

You will have three main areas of responsibility: committee and program support, member and public support, and investigations support.

Committee and Program Support

Within our team, your goal is to manage the administrative procedures of complaint and report intake, investigation and disposition, while providing support to various committees including: ICRC, Discipline, and Fitness to Practice.

You will plan meetings, develop and post materials, draft agendas and minutes, perform decision writing, disseminate information about outcomes, and maintain and update case files.

Your organizational, administrative, and written communication skills will be your key strengths here. Juggling multiple files at any given time, you will effectively manage competing deadlines and work within a team to ensure all cases are handled in a timely manner, per legislative and internal requirements.

Member and Public Support

Here, your primary responsibility is to respond to inquiries from members and the public regarding the College's complaints, reports, and discipline process.

You'll bring empathy and good listening, with high-level verbal communication and interpersonal skills. These skills will allow you to appreciate the sensitive nature of inquiries brought to your attention, while enabling you to answer inquiries and deliver our message clearly and compassionately.

Investigations Support

You will conduct preliminary inquiries and assess information brought to the College's attention to determine further action. You'll prepare case plans, determine the investigation strategies, and obtain information for files.

This part of your role will evolve as you grow with us. Once you learn the ropes, you will take on greater investigative responsibility and begin to conduct investigations independently. Your inquisitive nature will move you forward as you learn to ask the right questions and speak to the right people to gather the information you need.

Why This Role Is For You

This dynamic role allows you to oversee many moving parts at once. You are quick on your feet, have exemplary time management skills, and can see the bigger picture. You'll use these skills to anticipate and predict next steps and to balance shifting priorities throughout the day.

If joining a team dedicated to public protection is your idea of meaningful work, this is the role for you.

Working for CASLPO

This is a full-time permanent position working out of our office located at Yonge St and Lawrence Ave in Toronto, steps away from public transit. Our newly renovated offices offer a fresh space to work and a nearby Tim Horton's - right on our main floor!

You'll enjoy flexibility to choose a schedule that works for you, within our core hours Monday – Friday 8:30 am – 4:30 pm. You'll also have opportunities to work from home.

We offer a competitive compensation package, commensurate with experience, which also includes full medical and dental coverage, as well as life insurance, RRSP contributions, and a generous vacation allowance.

Working with CASLPO means that you will enjoy a collaborative, friendly, and supportive work environment, *and* have a great work/life balance. We provide you with work that's engaging and impactful, while still being able to get home in time for dinner.

Qualifications

Here are our must haves:

- 3+ years' experience working in a professional regulatory body in the investigations and/or professional conduct branch
- High level writing skills with experience writing professional documents including decisions and meeting minutes
- Post-secondary education in a relevant field

And here's what would be a plus:

- Investigative experience (e.g. from an investigative branch of a regulatory body, policing, correctional services, or similar)
- Experience in health regulation
- Knowledge of relevant healthcare legislation (e.g.: RHPA, ASLPA, PHIPA)
- Some legal experience or education (e.g. paralegal, law clerk, or related)
- Investigator license

How to Apply

Our online application will give you the option to apply to this role as a complete person – not just a resume. The application will assess your qualifications, personality traits and workplace preferences, and should take 10 to 15 minutes to complete. After submitting, you'll receive an email inviting you to log in and view your assessment results.

We strive to build a team that reflects the diversity of the community we work in and encourage applications from traditionally underrepresented groups such as women, visible minorities, Indigenous peoples, people identifying as LGBTQ2SI, veterans, and people with disabilities. If we can make this easier through accommodation in the recruitment process, please contact us using the “Help” button.

We will review applications, **with priority given to those who have completed the assessment** and look forward to hearing from you.

To Apply, please, [click here](#)