



## The College of Naturopaths of Ontario

### **Position Posting – Administrative Assistant, Professional Conduct**

The College of Naturopaths of Ontario regulates naturopathic doctors in the public interest. Our mandate is to support patients' rights to receive safe, competent and ethical naturopathic care. We fulfill our role by establishing requirements to enter the profession, setting standards of practice, ensuring continuing competence, and providing accountability through Complaints and Discipline.

#### **Position Overview**

Reporting to the Manager, Professional Conduct and indirectly to the Deputy Chief Executive Officer, the Administrative Assistant, Professional Conduct provides administrative support for the Professional Conduct program of the College. This role supports governance and strategic operations through effective and efficient processes.

#### **Duties & Responsibilities**

As the key person providing administrative support for these programs, the incumbent will:

1. This position is accountable to the Manager, Professional Conduct and indirectly to the Deputy Chief Executive Officer for the following program activities:
  - Assist in the day to day deliverables by providing administrative support to the Professional Conduct Department.
  - Assist in the preparation and maintenance of materials for the Professional Conduct Department.
  - Assist and provide administrative support to the Inquiry, Complaints and Reports Committee, the Discipline Committee and the Fitness to Practice Committee.
2. Assist in the smooth running of the Professional Conduct Department by ensuring that all general office procedures as well as complaint and discipline procedures are completed as directed.
  - Prepare and distribute correspondence, reports and documents quickly and accurately, including copying, mailing, e-mailing and retaining materials;
  - Provide meeting support by preparing the agenda and related materials, attending meetings and taking detailed minutes of meetings;
  - Support the review process for complaints, Registrar investigations and disciplinary matters;
  - Respond to phone and written inquiries about the College's complaint process;
  - Maintain and follow timelines established in the legislation with respect to the College's investigations and;
  - Prepare weekly updates/reports with respect to ongoing investigations and discipline proceedings.
3. Maintain the program files in accordance with the College's Records Retention Policy; and provide administrative services, data entry and word processing for the Professional Conduct Department specific to Complaints and Discipline.

- Provide administrative support, data entry and maintenance of database, document preparation, file maintenance, photocopying and mailing of materials;
  - Maintain and regularly update the committees' secure online workspace and roster of ongoing and closed matters;
  - Update and maintain operating policies and procedures, communication templates, fillable forms and program information materials and;
  - Ensure that all general office procedures as well as program procedures are completed as directed.
4. Ensure that all members of the Inquiry, Complaints and Reports Committee, Discipline Committee and Fitness to Practice Committee receive information and support in a timely manner.
- Prepare and distribute correspondence, reports, and documents quickly and accurately, including copying, mailing, e-mailing and retaining materials;
  - Coordinate Committee meetings and organizing event type logistics;
  - Provide meeting support by preparing the agenda and related materials, attending meetings and taking detailed meeting minutes and;
  - Track and monitor committee decisions to ensure compliance with any terms, conditions or limitations arising from those decisions.
5. Other duties
- Perform other duties as assigned.

### **Qualifications**

This position is best suited for an individual with the following education, experience, skills, and personal attributes.

#### Education

- A post-secondary education is required.

#### Skills and Experience

- One to three years of experience in an administrative role.
- Excellent oral and written communication and interpersonal skills.
- Proven administrative experience.
- Strong time management, organizational skills, and multitasking ability.
- Strong organizational skills based on effective time-management, high accuracy, and the ability to pay attention to detail.
- High level of computer literacy (MS Office, Office 365, Adobe Pro).
- Knowledge of database systems.
- Critical thinking, evaluation, and analytical skills.
- Understands the not-for-profit sector, in particular the roles and responsibilities of regulatory authorities.
- The ability to speak a second language, in particular French, would be considered an asset.

### Personal Attributes

The College's environment is best suited for individuals with the following attributes:

- An independent self-starter who is creative, innovative and results-oriented;
- Prides themselves on their professionalism in both their actions and appearance;
- Is patient and empathetic but believes in fairness, equality, objectivity and impartiality;
- Ability to work as part of a team but is respectful of the decision-making processes and legal responsibilities of the College.
- Excellent judgement, tact and diplomacy.

### **Terms and Working Conditions**

The following terms and working conditions apply to this position:

- This is a full-time permanent position with the College;
- The position is based on a 35-hour work week, Monday to Friday;
- Salary will be based on the experience, skills and qualifications of the incumbent within a range of \$50,000 - \$61,000 per year.

### **Benefits**

College employees enjoy a competitive group benefits plan (life insurance, LTD, health, dental and paramedical services) and employees are registered in the College's Registered Retirement Savings Plan (RRSP) program where the College makes a contribution on the employee's behalf. The College will also provide opportunities for professional development.

### **Application Process and Deadline**

Cover letters and resumes can be e-mailed to [mike.boyko@collegeofnaturopaths.on.ca](mailto:mike.boyko@collegeofnaturopaths.on.ca) and must be received by October 16, 2023. Please include "Administrative Assistant, Professional Conduct" in the subject line of your e-mail. Only those applicants who are selected for an interview will be contacted by the College following the job posting close date. The College requests that no telephone inquiries be made.