



The College of Naturopaths of Ontario

Manager, Registration (2-year contract)

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 Director, Registration & Examinations, the Manager, Registration manages and leads registration processes, including but not necessarily limited to collection of annual fees, annual information return, class change requests, professional corporations, applications for registration and maintaining the College's Prior Learning Assessment and Recognition (PLAR) program.

This position involves a wide spectrum of activities including but not limited to supporting the development and implementation of the policies and procedures governing the registration processes, providing Registration Committee, PLAR Committee and department support relating to these activities, and reporting to various external agencies.

Duties & Responsibilities

The incumbent will:

1. Manage the Collection of Annual Fees
 - Managing and maintaining the process for collecting annual fees from Registrants of the College,
2. Manage the Collection of Annual Registration Data
 - Managing and maintaining the process for collecting annual registration data from Registrants of the College,
3. Manage the Issuance of Notices and Certificates of Registration
 - Issuing Notices related to failure to pay fees and/or provide the necessary information. Issues Notices of Intent to Suspend or Suspension.
 - Managing class change and name change application processes.
4. Manage the Public Register
 - Ensuring the Public Register is maintained with accurate and complete data.
5. Manage the Initial Registration process
 - Managing and maintaining the process for initial registration with the College, including pre-registration, application, and issuance of a certificate of registration.
 - Reviewing all applications against the Registration Regulation and by-law requirements and making recommendations on certificate issuance to the Director, Registration & Examinations, including identifying applications requiring referral to the Registration Committee by the Chief Executive Officer.

6. Manage Registration Committee processes
 - Managing the Registration Committee by providing agenda, briefings and presenting on initial registration and registration matters referred for the Committee's consideration in consultation with the Committee Chair and Director, Registration & Examinations
 - Ensuring decisions of the Registration Committee are implemented.
7. Manage the Prior Learning Assessment and Recognition (PLAR) Program
 - Managing and maintaining the PLAR program, ensuring the timely assessment of PLAR applicant education experience, knowledge, and skill.
 - Preparing briefings and presenting PLAR assessment findings that have been referred to the PLAR Committee for deliberation.
 - Implementing decisions of the PLAR Committee and PLAR Appeals Panel.
 - Assisting with PLAR assessor and Committee recruitment, training initiatives, and recognition.
8. Manage Professional Corporations (PC) Program
 - Managing and maintaining the process for issuance of a PC certificate of authorization and the renewal of PC certificates of authorization.
9. Assist the Director, Registration & Examinations
 - Supporting the Director, Registration & Examinations in the budget development process of the College.
 - Work within the approved departmental budget and report to the Director, Registration & Examinations any variances
 - Assisting the Director, Registration & Examinations with the annual submission of the Fair Registration Practices Report to the Office of the Fairness Commissioner (OFC).
 - Assisting the Director, Registration & Examinations with the provision of information to support audits of registration practices by the OFC.
 - Providing regular updates to the Director, Registration & Examinations on the program area.
10. Manage the day-to-day operations of the section
 - Managing the activities of direct reports in accordance with the policies and procedures of the College, including but not necessarily limited to assisting the Director, Registration & Examinations in the recruitment, onboarding, coaching of staff, staff recognition and in the conducting of probationary and annual performance reviews.
 - Ensuring applicant and Registration files are maintained accurately and securely.
 - Ensuring accurate and timely responses are provided to enquires made to the College in respect of Registration.
 - Assisting with the preparation of notices and information for the website, news bulletins and newsletter.
 - Compiling quarterly and annual statistical information for College reports.
 - Developing and implementing policies and procedures related to the program area.
11. Other duties

- Performs other duties as assigned.

Qualifications

The Manager, Registration will be extremely reliable with the commitment to take pride in, and ownership of, all projects and initiatives. They must ensure that all work is high quality and is completed on deadline.

Education

- University Degree or College Diploma, or equivalent work experience.

Experience

- A minimum of five years of related experience in a regulatory setting or in an environment run by a Board or Council; and
- A minimum of one year experience in a manager role (or similar) overseeing staff.

Skills

- Excellent organizational skills, attention to detail and planning abilities, including working to a deadline.
 - A team player with excellent multi-tasking skills who thrives in a busy environment;
 - Strong verbal and written communication skills;
 - A high level of discretion and confidentiality;
 - Possesses strong organizational skills with ability to set priorities;
 - Works well under pressure, and meets deadlines.
 - Ability to work well autonomously, but also collaborates effectively with others;
 - Strong inter-personal communication skills with evidence of good judgment;
 - Highly developed analytical and problem-solving skills;
 - Ability to provide strong initiative, a positive attitude and a willingness to work on a variety of projects/ duties big or small;
 - Ability to adapt to new systems and processes quickly and effectively;
 - Familiarity with knowledge of the Regulated Health Professions Act and health legislation is considered an asset; and
 - Strong computer skills including Microsoft Suite and Adobe

Personal Attributes

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

- Ability to be proactive, innovative and solutions oriented.
- Strong sense of accountability.
- Ability to maintain personal composure during times of stress.
- Flexible.
- Patient and empathetic.

Terms and Working Conditions

The following terms and working conditions apply to this position:

- This is a full-time two-year contract position with the College due to parental leave.

- The position is based on a 35-hour work week, Monday to Friday.¹
- Salary will be based on the experience, skills and qualifications of the incumbent within a range of \$68,500-\$94,000 per year.

Benefits

College employees enjoy a competitive group benefits plan (life insurance, LTD, health, dental and paramedical services).

Application Process and Deadline

Cover letters and resumes can be emailed to agnes.kupny@collegeofnaturopaths.on.ca or faxed to (416) 583-6011 and must be received by October 20, 2021. Please include "Manager, Registration" in the subject line of your e-mail or fax cover sheet. Only those applicants who are selected for an interview will be contacted by the College following the job posting close date. Phone inquiries are not accepted.

Our recruitment process will be conducted remotely due to COVID-19.

¹ All College staff are presently working from home and will continue to do so until at least January 2022. Subsequently, the incumbent will be able to work from home on a part or full-time basis depending on operational requirements.