



College of  
Massage  
Therapists of  
Ontario

# CAREER OPPORTUNITY

## COORDINATOR, INVESTIGATIONS (FULL-TIME)

### WHO WE ARE

The [College of Massage Therapists of Ontario \(CMTO\)](#) regulates Registered Massage Therapists (RMTs) and exists to protect the public interest. By ensuring that RMTs maintain professional Standards of Practice and are held accountable for their conduct, CMTO protects the public's right to receive high quality, safe and ethical Massage Therapy treatment.

### WORKING @ CMTO

*Please note that this role is temporarily 100% work from home to mitigate the risk of potential community spread of COVID-19 and protect the safety of our team.* When it is safe to resume onsite operations, our office is located in midtown Toronto, conveniently located just steps from the Davisville subway station.

This is a full-time permanent position that offers a competitive annual salary, a comprehensive benefits package (including a massage therapy fund!), and a professional development fund. Our collaborative team has a growth mindset and a strong dedication to our mission.

If you are looking to build a meaningful career in a highly varied role within a non-profit regulatory organization, then we can't wait to hear from you!

### ABOUT THE ROLE

As Coordinator, Investigations you will report to the Manager, Investigations. You will support the Professional Conduct department with investigative processes to ensure consistent application of fair and appropriate policies and accurate case management. This position also provides integral process support to the Inquiries, Complaints & Reports Committee (ICRC).

### KEY DUTIES AND RESPONSIBILITIES

- Electronically file documents in case files for all matters and ensure case files are promptly updated
- Correspond with external stakeholders and prepare materials to be shared externally
- Draft, send and file correspondence on behalf of Investigations Specialists
- Assist with the scheduling of ICRC meetings, the development of meeting materials, and the preparation of meeting minutes
- Record, track, and monitor ICRC panel outcomes
- Record, analyze, and prepare reports on investigative case statistics

#### College of Massage Therapists of Ontario

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- Respond to general inquiries regarding processes and status of case files in accordance with CMTO policies and regulatory guidelines
- Conduct case management of files that are administrative in nature by corresponding with registrants and writing case notes
- Log evidence collected during the investigative process and return evidence at the conclusion of the investigate process
- On an as needed basis, assist Compliance Team with addressing Professional Conduct compliance and use of restricted title matters
- Participate in shared responsibilities of the Coordinator Team, providing relief for reception coverage and ad-hoc support, as needed

### SKILLS

- Organization, time management, and planning skills with proven ability to manage and deliver on multiple and competing priorities
- Ability to handle sensitive and confidential issues using well-developed discretion, professionalism, and judgement
- Exemplary communication skills, both verbal and written
- Self-starter with the ability to work with minimal direction and supervision
- Strong attention to detail
- Excellent interpersonal skills and a collaborative team player

### EXPERIENCE & QUALIFICATIONS

- Post-secondary degree or diploma and minimum of 2 years' experience in an administrative or program support role; equivalent combination of education and experience may be considered
- Experience in a legal, investigations, or compliance environment preferred
- Demonstrated knowledge or previous work experience applying internal policies and procedures on a daily basis
- Advanced proficiency with Microsoft Office suite, virtual meeting applications, databases, and case management tools
- Fluency in French would be considered an asset

### INTERESTED?

To be considered for this role, please forward your resume and cover letter to [resumes@cmto.com](mailto:resumes@cmto.com) on or by October 22, 2021. **Please state the job posting title and your name in the subject line of the email.**

*CMTO is dedicated to championing accessibility, diversity and equal opportunity and welcomes all applicants including but not limited to: all religions and ethnicities, persons with disabilities, LGBTQ2S+, BIPOC persons, racialized persons / persons of colour, women, Indigenous / Aboriginal People of North America, and others who may contribute to the further diversification of ideas.*

*We thank all applicants for their interest in CMTO. Please note, only applicants selected for an interview will be contacted. To support physical distancing, all recruitment activities including interviews and onboarding will be conducted virtually. Thank you for your patience and understanding during these challenging times.*

*CMTO is committed to the principles of the Accessibility for Ontarians with Disabilities Act (AODA). As such, we strive to make our recruitment, assessment, and selection processes as accessible as possible and provide accommodations as required for applicants with disabilities. If you require any accommodations at any point during the application and hiring process, please contact [resumes@cmto.com](mailto:resumes@cmto.com).*

*All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority.*

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