

# CAREER OPPORTUNITY

## INVESTIGATOR (1 Year Contract)



### WHO WE ARE

The College of Massage Therapists of Ontario (CMTO) is a progressive regulatory body dedicated to protecting the public interest by upholding the highest standards for Registered Massage Therapists (RMTs). We hold RMT's accountable for providing safe, ethical, and high-quality Massage Therapy care to the public.

At CMTO, we are dedicated to excellence in protecting the public interest, guiding registrants, and promoting the highest possible quality of the practice of Massage Therapy.

### WORKING @ CMTO

This full-time, 1 year contract position offers a competitive annual salary and a comprehensive benefits package. At CMTO, we foster a collaborative team culture and a strong commitment to our mission. Our flexible, remote-first work environment allows staff to work remotely most of the time, while our office—located steps from the Davisville subway station in midtown Toronto—is available when needed.

If you are looking to build a meaningful career in a highly varied role within a non-profit, regulatory organization, we want to meet you!

### ABOUT THE ROLE

CMTO is seeking an Investigator to support the Professional Conduct department's case management processes to ensure timely, accurate, effective and efficient resolution of cases. This role ensures consistent application of departmental and College policies and by-laws, while complying with legislative and procedural fairness requirements.

### KEY DUTIES AND RESPONSIBILITIES

As an Investigator under the direction of the Manager, Investigations you will:

- Oversee the investigation of matters arising from complaints and reports to the College.
- Triage files based on risk and ensure the timely processing of high-risk concerns, such as sexual abuse and billing fraud.
- Respond to inquiries in accordance with CMTO's policies and communicate with a variety of stakeholders regarding CMTO procedures.
- Conduct inquiries and investigations, including interviewing, reviewing documentation and drafting reports.
- Support ICRC panels in their case review and decision-making activities.
- Analyze information related to each case and identify next steps.
- Liaise with legal counsel regarding key steps such as interim orders, prosecutorial viability assessments and preparation of allegations.
- Process, prepare and maintain accurate documents and reports to facilitate case management.
- Provide backup coverage to the Intake Investigator, giving first line information and inquiry support.

## SKILLS

- Organization, time management and planning skills with proven ability to manage and deliver on multiple and competing priorities.
- Ability to deal with 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.
- Strong interpersonal skills, a collaborative team player.

## QUALIFICATIONS

- Post-secondary degree in law or related discipline and minimum of 2 years of experience in an investigations role preferably in a regulatory environment, or similar experience. Health sector experience would be considered a definite asset.
- Knowledge of complaints, discipline and investigative process in a regulatory environment.
- Knowledge of the Regulated Health Professions Act 1991 (RHPA), the Massage Therapy Act 1991 (MTA), procedural fairness, case law, rules of evidence and investigative techniques, including trauma-informed investigative and interviewing techniques.
- Professional knowledge of administrative law and processes in a health regulatory or other regulatory environment.
- Knowledge/skills in avoiding potential triggers when interacting with Individuals who have experienced sexual abuse.
- Previous experience working with Councils, Boards and/or Committees would be considered an asset.
- Advanced proficiency with Microsoft Office suite, databases, and case management tools.
- Fluency in French would be considered an asset.
- G driver's license or a willingness to obtain one would be an asset

## INTERESTED?

To be considered for this role, please apply online or via email to [resumes@cmtto.com](mailto:resumes@cmtto.com) on or before Friday November 28<sup>th</sup> 2025

*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. All recruitment activities including interviews and onboarding will be conducted virtually.*