

CAREER OPPORTUNITY

MANAGER, POLICY & COMMUNICATIONS



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, permanent position offers a competitive annual salary, a comprehensive benefits package, RRSP matching, and a professional development fund. 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 centrally, steps from TTC—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 a Manager, Policy & Communications, to lead the day-to-day delivery of the College's policy and communications initiatives. Reporting to the Director, Strategy, this role provides both strategic and operational leadership on policy development, legislative and regulatory matters that support the College's mandate and priorities.

The Manager, Policy & Communications leads a team and works collaboratively across the organization to translate complex policy, regulatory, and legislative issues into clear, practical recommendations and communications for both internal and external stakeholders. Through strong leadership, strategic thinking, and stakeholder engagement, this role helps ensure CMTO's policies and communications are aligned, effective, and support informed decision-making across the organization.

KEY DUTIES

- Lead and manage the day-to-day operations of the Policy & Communications team, setting priorities, allocating resources, and ensuring the timely delivery of departmental objectives.

- Provide leadership, coaching, performance feedback, and development opportunities to team members and contracted resources to foster a high-performing and engaged team.
- Oversee departmental projects, initiatives, and budgets, monitoring progress, managing risks, and identifying opportunities for continuous improvement.
- Monitor and analyze legislative, regulatory, and policy developments to assess impacts on the College and inform strategic decision-making.
- Lead policy research, environmental scans, and analysis to support the development, review, and implementation of policies, guidance documents, and regulatory initiatives.
- Prepare and present briefing notes, reports, recommendations, presentations, and other materials that translate complex policy and regulatory issues into clear and actionable insights.
- Build and maintain effective relationships with internal stakeholders, peer regulatory colleges, government agencies, professional associations, and other external partners to support policy and communications objectives.
- Develop and oversee communication and stakeholder engagement strategies that advance organizational priorities and support public protection objectives.
- Ensure complex regulatory, policy, and professional information is communicated in a clear, accessible, and audience-appropriate manner across multiple channels.
- Coordinate and align communications activities across the College to ensure consistent, accurate, and strategic messaging.
- Support governance and accountability requirements by providing staff support to committees, coordinating annual reporting activities, and contributing to performance measurement initiatives.
- Lead and support policy reviews, by-law amendments, stakeholder consultations, and other strategic projects that strengthen the College's regulatory effectiveness and organizational performance.

SKILLS

- Leadership and team development
- Policy research, analysis, and critical thinking
- Strategic problem-solving and sound judgment
- Project, workload, and priority management
- Strong organizational and time management skills
- Exceptional written and verbal communication
- Stakeholder engagement and relationship building
- Negotiation, influence, and conflict resolution
- Ability to work independently and proactively
- Discretion and confidentiality in handling sensitive information
- Adaptability, resilience, and change management
- French language proficiency (asset)

QUALIFICATIONS

- University degree in Public Policy, Health Policy, Communications, Public Relations, or a related field along with 5+ years of policy, communications, or related experience, including 3+ years in a leadership role (*a combination of related education and experience may be considered*)
- Experience supporting Boards, Councils, and Committees
- Experience interpreting legislation, regulations, and policy requirements
- Experience assessing impacts on organizational policies, procedures, and operations
- Governance and by-law development experience (asset)
- Project management experience (asset)
- Knowledge of policy research, analysis, and evaluation methodologies
- Strong understanding of governance practices and regulatory environments
- Knowledge of government appointments and oversight processes
- Advanced proficiency with Microsoft Office, Adobe, and virtual/hybrid meeting technologies

LIFE at CMTO

Compensation and Time Off

- Hiring salary: \$115,000 - \$125,000
- 20 vacation days plus 4 personal days
- Office closure every year from December 25 to January 1

Benefits & Support

- Group benefits starting on your first day
- Health Care Spending Account
- Annual professional development funding
- Defined Benefit Pension Plan (DBPlus)
- Maternity and parental leave top-up program

Work Environment

- Remote-first workplace with in-office expectations 2 times per month on average
- Collaborative, collegial team culture
- As of November 15, the office will be located at 175 Bloor Street East, Toronto with easy transit and parking access

INTERESTED?

To be considered, apply online or via email to resumes@cmto.com on or before October 16, 2026. Please state the job posting title and your name in the subject line of the email.

Artificial intelligence is not used to screen, assess, or select applicants for this role. Recruiters may use AI-supported tools only to help identify potential candidates on public platforms. All application reviews, assessments, and hiring decisions are made by people in accordance with Ontario employment and human rights laws.

CMTO is committed to equity, diversity, inclusion, and equal opportunity. We welcome applicants from all communities, including people of all religions, ethnicities, and racial backgrounds, persons with disabilities. LGBTQ2S+ communities. women. Indigenous Peoples. and anyone who may contribute to the diversity of perspectives within our organization.

CMTO upholds the Accessibility for Ontarians with Disabilities Act (AODA). We work to ensure that our recruitment, assessment, and selection processes are accessible and will provide accommodation upon request. If you require accommodation at any stage of the hiring process, contact resumes@cmto.com.

We thank all applicants for their interest. Only those selected for an interview will be contacted. Most recruitment activities, including interviews and onboarding, may be conducted virtually.