

## Intake Specialist

### (Permanent Full-Time Role)

The College of Physiotherapists of Ontario regulates physiotherapists and exists to protect and serve the public interest. The College protects the rights of patients to safe, competent, and ethical care by ensuring Physiotherapists are qualified to practice, maintain professional standards of practice and are held accountable for their conduct and practice.

The College of Physiotherapists of Ontario is currently seeking the services of a professional, self-motivated, detail-oriented candidate for the **Intake Specialist** role.

### Position Overview

Reporting to the Investigations Manager, the Intake Specialist responds to concerns raised about registrants and those pretending to be registrants, attempts to resolve concerns using mediation skills and redirect complainants/reporters as appropriate. As the first point of contact for the team, the Specialist will triage concerns, advise, assist and inform members of the public on how to file a complaint or submit a report, and follow up with parties where necessary. The Specialist will conduct ongoing risk assessments, present recommendations to the Registrar and coordinate decisions made by the Registrar.

This role is ideal for a resourceful, organized person who thrives in an environment where no two days are the same. Success in this role will require creative problem solving, enhanced time management and planning skills, flexibility, initiative, independence and the ability to be empathetic and compassionate.

This is a remote position as the College has a virtual office, but occasional onsite attendance in Toronto may be required.

### Duties and Responsibilities

#### Call Intake/Triage

- Responds to requests for information regarding the complaints and reports processes, and mandatory reporting.
- Receives, identifies, triages, and classifies all concerns. Conducts risk assessments as required.
- Assesses the nature of the reporters' concerns (correspondence exchanges and interviews) and attempts to resolve or redirect concerns where reasonable and appropriate.
- Prepares correspondence in response to incoming concerns and reports which includes decision letters issued by the Office of the Registrar and closing memos.
- Tracks the progression of cases, completes data entry and ensures the electronic files for assigned activities are accurate and current.

- Provide statistical reports and analysis of trends and emerging issues.
- Provides information to callers about what information appears on the public register and what the removal provisions are (if any).
- Provides information regarding the funding for therapy and counselling for individuals who have allegations that they have been sexually abused by a physiotherapist.
- Performs other duties as assigned by the Investigations Manager.

## College Support

- Provides support to College-wide functions as required (for example, participating in cross-departmental projects or team building activities).
- Identifies process quality issues or opportunities for improvement and presents solutions.

## Cross-Departmental Activities

- Participates in College-wide activities that contribute to the culture and continuing quality improvement of College work.
- Participates in the College's cross-coverage activities to provide coverage during absences and peak times and maintain organizational efficiency and customer service.

## **Education and Experience**

- A combination of post-secondary education and three years of professional experience in a similar role.
- Background in healthcare would be an asset.
- Previous work experience in a position of responsibility where discretion, tact and diplomacy are of utmost importance.

## **Specialized Knowledge, Skills and Abilities**

- Working knowledge and understanding of the Regulated Health Professions Act.
- Demonstrated knowledge of Microsoft Office Suite.
- Excellent oral, written, and interpersonal communication skills.
- Demonstrated proactive, self-directed, and effective customer service orientation.
- Attention to detail and resourceful problem-solving skills.
- Proven ability to work independently as well as collaboratively within a team.
- Ability to work effectively both independently and within a team environment.
- Sound judgement and discretion, ability to be discreet when appropriate, especially when dealing with confidential information.
- Ability to prioritize tasks and adhere to specified timelines.
- Proficiency in the French language would be an asset.

**Terms, Salary, and Working Conditions**

- A permanent full-time position.
- The starting annual base salary range for an **Intake Specialist** role is **\$74,000.00 to \$81,000.00** based on qualifications and experience.

**Benefits**

The College provides the employees with a comprehensive benefits package that includes an extended health benefits plan and an RRSP program. The College makes a monthly contribution to the RRSP on their behalf after one year of working at the College. We offer paid opportunities for continuous learning and professional growth; strive for work-life balance; and provide an excellent and challenging work environment where innovation, teamwork, and creativity are highly valued.

**How to Apply**

If you are interested in this position, please apply by sending your resume and cover letter via email to our Manager, People & Culture at [peopleandculture@collegept.org](mailto:peopleandculture@collegept.org) no later than **Wednesday, April 3, 2024**. Please include the name of the role you are applying for plus your first and last name in the subject line (Subject: Intake Specialist, First Name, Last Name).

Thank you for your interest in this position; only applicants selected for an interview will be contacted.

The College of Physiotherapists of Ontario strives to build diverse teams that reflect the communities we work in, and encourages applications from traditionally underrepresented groups including women, visible minorities, Indigenous peoples, people identifying as LGBTQ2S+, veterans, and people with disabilities.

Please let us know if you require any accommodation to participate in this recruitment process by sending an email to [peopleandculture@collegept.org](mailto:peopleandculture@collegept.org).

---

**College of Physiotherapists of Ontario**, 375 University Avenue, Suite 800, Toronto, Ontario M5G 2J5  
416-591-3828 | 1-800-583-5885 | Fax: 416-591-3834 | [info@collegept.org](mailto:info@collegept.org)