

## Professional Conduct Coordinator

### (Full-Time Permanent Role)

The College of Physiotherapists of Ontario regulates physiotherapists and exists to protect and serve the public. 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 **Professional Conduct Coordinator** role.

This role is ideal for an individual who is eager to develop a career in the investigations area within a regulatory environment. The Professional Conduct Coordinator will play a crucial role in managing their own caseload ensuring compliance with relevant Acts, Regulations and Policies.

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

### Position Overview

Reporting to the Investigations Manager, the Professional Conduct Coordinator is responsible for investigating reports and complaints about Physiotherapists and individuals who are posing as Physiotherapists, analyzing the information collected in the course of the investigation, and preparing case packages for appropriate College committees.

### Duties and Responsibilities

- Conduct investigations on behalf of the Inquiries, Complaints and Reports Committee (ICRC), into alleged breaches of regulatory standards, from initiation to conclusion. The case load will not include cases involving allegations of boundaries and sexual abuse, third party payor billing irregularities, health inquiries, or clinical competence concerns.
- Prepares investigation plans, gathers evidence which can include interviews, document and analyze the evidence
- Conducts research to support investigations, including reviewing legislation, regulations, and industry best practices.
- Prepares detailed and accurate investigative notes, summaries, and comprehensive reports.
- Completes data entry into the College's Database.
- Maintains organized and confidential case files in accordance with departmental procedures.
- Prepares case overviews and packages for the ICRC
- Collaborates with internal teams as required to facilitate investigative processes or to support investigations.
- Stays informed about changes in relevant legislation, regulatory frameworks, and investigative techniques.
- Performs other duties as assigned to support the overall objectives of the team

- Represents the College at case conferences before the Health Professions Appeal and Review Board
- Provides back-up coverage for the College's Intake phone line and email account.
- Participates in College-wide activities that contribute to the organizational mandate and a healthful working environment.
- Participates in the College's cross-coverage activities which provide coverage during absences and peak times to maintain organizational efficiency and customer service.

## **Education and Experience**

- Post-secondary degree or equivalent combination of relevant education and experience.
- Minimum of 2 years' experience in an investigative, case management, compliance, or regulatory environment is preferred.
- Experience with research, data collection, and report writing is an asset.

## **Specialized Knowledge, Skills & Abilities**

- Demonstrated knowledge of Regulated Health Professions Act (RHPA), and health legislation is an asset.
- Demonstrated investigative, research and information gathering skills.
- Experience with Microsoft Office Suite and database programs is required.
- Ability to speak and write in French considered an asset
- Analytical Skills: Strong ability to analyze complex information / data sets, identify key issues, and draw logical conclusions.
- Attention to Detail: Meticulous approach to evidence collection, documentation, and report writing.
- Communication Skills: Excellent written and verbal communication skills, with the ability to articulate complex information clearly and concisely with empathy and compassion.
- Interpersonal Skills: Ability to work collaboratively within a team and interact professionally with diverse individuals.
- Ethical Conduct: Demonstrated commitment to integrity, objectivity, and confidentiality.
- Technical Proficiency: Proficient in Microsoft Office Suite (Word, Excel, Outlook). Familiarity with case management software or database systems is an asset.
- Research Skills: Ability to conduct thorough research using various sources.
- Organizational Skills: Strong ability to manage multiple tasks, prioritize effectively, and maintain organized records.
- Ability to deliver complex information in a factual and objective manner.
- Strong problem-solving and advanced organizational skills to support multi-tasking.
- Ability to apply principles of procedural fairness in a consistent and reasoned manner.
- Ability to remain calm and objective while effectively managing sensitive and complex issues.
- Good judgment, diplomacy and the ability to maintain confidentiality.
- Ability to contribute to team discussions regarding continuous quality improvement initiatives.

## Terms, Salary, and Working Conditions

- A full-time permanent position
- The starting annual base salary range for a **Professional Conduct Coordinator** role is **\$69,000 to \$75,000** based on qualifications and experience

## Benefits

The College provides the employees with a comprehensive benefits package that includes an extended health benefits plan and Employee and Family Assistance Program upon joining and RRSP after 6-months. We offer paid opportunities for continuous learning and professional growth, strive for work-life balance, including work-from-abroad and summer hours, and provides an excellent and challenging work environment where innovation, teamwork, and creativity are supported.

## How to Apply

If you are interested in this position and feel that you align with our values, Integrity & Trust, Inclusion & Respect, Transparency & Accountability, and Collaboration, 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, July 16, 2025**. Please include the name of the role you are applying for plus your first and last name in the subject line (Subject: Professional Conduct Coordinator, First Name, Last Name).

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

The College's goal is to create a diverse and inclusive workforce that reflects our communities. 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).

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