



Director, Registration Full-Time Permanent Position

Company Profile:

The College of Opticians of Ontario (COO) is the body that registers and regulates over 3000 opticians in Ontario in accordance with legislative requirements. The COO ensures opticians provide safe, ethical and competent care, and are accountable for maintaining high standards of professional practice.

The COO boasts a small and highly motivated team where you will have the opportunity to have a big impact. At the COO, we encourage creativity and innovation, and are continuously improving our processes and policies with the help of our dedicated and insightful team.

The COO operates a **hybrid work model**, with two in-office days (Tues/Wed) and three remote days (Mon/Thurs/Fri) per week. COO's offices are located in downtown Toronto.

Position Summary:

The **Director, Registration** is a member of the COO's leadership team, reporting to the Registrar, CEO. In addition to overseeing day-to-day registration functions including applications, renewals, reinstatements and class changes, the position also supports the Registration Committee and plays a critical role in policy development, achievement of strategic objectives, regulatory compliance and external relations.

The successful candidate will lead and develop an internal team of two direct reports to support the following areas: registration program management, policy and procedures, registrant database, registration committee, board and registrar support.

Salary & Benefits:

- Starting salary range **\$90,000-\$100,000**, commensurate with experience.
- Competitive benefit package.
- RRSP matching.
- Professional development opportunities and funding.

Responsibilities Include:

Registration Services:

- Maintain current knowledge of all relevant legislation, including the *Regulated Health Professions Act, 1991* (RHPA) and the *Opticianry Act, 1991*, and the regulations under those acts.
- Manage and oversee all processes related to the registration department, including initial applications, reinstatements, class changes and certificates of authorization.
- Oversee the annual renewal of registrants, ensuring a smooth process for registrants and integration with other departments.

- Research, develop and recommend new policies and procedures related to registering and renewing all classes of registration and implement these policies once approved.
- Ensure all policies related to Registration Services are reviewed regularly, and identify necessary amendments or additions where indicated.
- Ensure all aspects of registrant records, both hard copy and electronic, are managed in an accurate, secure, timely and efficient manner.
- Ensure maintenance of the COO's public register in accordance with the RHPA and the COO by-laws.
- Ensure smooth functioning of the COO's database, including conducting quality checks, generating statistical reports, recommending system improvements, and managing the implementation of system upgrades and improvements.
- Prepare reports, briefing notes and memos to the Board, Registration Committee and Registrar/Deputy Registrar as requested, on changes to registration policies and procedures.
- Coordinate the preparation and submission of all reports, reviews or other information required by the Ministry of Health, Fairness Commissioner, or other regulatory authorities.
- Manage escalated complaints and complex issues relating to registration.

Registration Committee

- Oversee the scheduling of Registration Committee meetings and management of meeting logistics.
- Develop Committee meeting agendas in consultation with the Committee Chair.
- Oversee the development of materials and resources for the Committee, including meeting packages, briefing notes and environmental scans.
- Develop and deliver Committee orientation and training.
- Oversee the drafting of meeting minutes and preparation of materials for Board meetings, including briefing notes and quarterly and annual committee reports.
- Draft decisions and reasons on behalf of the Committee, and ensure decisions are implemented, tracked and that appropriate follow-up steps are taken.

Leadership Responsibilities

- Supervise, train, mentor and evaluate the work of the Registration team.
- Provide positive, supportive and innovative leadership to the Registration team.

Communications/Internal and External Relations

- Draft registration-related communications.
- Draft content for COO communications, including e-blasts, newsletters, annual reports and/or blogs, related to registration matters.
- Develop and update registration content for the COO's website
- Work collaboratively with other departments and resources of the COO.
- Liaise and work with system partners on policies and processes relating to entry-to-practice competencies, national examinations, Prior Learning Assessment and Recognition (PLAR) process for internationally trained applicants, strategic projects, and other regulatory functions.
- Act as the first point of contact with the Office of the Fairness Commissioner.
- Deliver presentations to the COO board, registrants, students and applicants on registration-related topics.

Preferred Experience and Competencies

- Post-secondary degree in public policy, social sciences, public or business administration, or a related discipline.
- Previous experience working with a regulatory or public sector body, or non-profit organization.
- Knowledge of, and ability to work within, a legislative framework; demonstrated experience with the *Regulated Health Professions Act, 1991* is an asset.
- Technologically savvy and experience working with registrant databases; experience with the iMIS database is an asset.
- Proven exceptional written and verbal communications skills; experience with drafting decisions is an asset.
- Proven presentation delivery and policy development skills.
- Proactive and confident team player with demonstrated critical thinking, initiative, judgment, professionalism and discretion.
- Excellent interpersonal, teambuilding, and relationship building skills.
- Proven time management, attention to detail, organizational and analytical skills; ability to manage multiple priorities and deadlines. Experience managing projects is an asset.
- Ability to set priorities and work independently and as part of an integrated team.
- Adapt to change, manage competing demands, and able to deal with frequent change, delays and/or unexpected events.
- Ability to deal with confidential issues in a sensitive, efficient and professional manner internally and externally.
- Bilingual (French/English) an asset.

To Apply

Please submit a resume and cover letter to Munir Jamal at mjamal@nevia.com by **April 4, 2025**. We thank all applicants for their interest, however only those candidates selected for an interview will be contacted.

The College of Opticians of Ontario, an equal opportunity employer, is committed to creating a diverse, equitable, and inclusive environment that is reflective of the diversity of the public that we serve. Eligible candidates from equity-deserving groups are encouraged to apply, including Indigenous persons, racialized persons / persons of colour, women, LGBTQ2S+, and persons with disabilities.

The COO is committed to providing an inclusive and barrier free experience to applicants with accessibility needs in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities act.

If you require accommodation for any part of the application process, you may contact mjamal@nevia.com. Requests for accommodation will be addressed in confidence.