

Job Description – Coordinator, Professional Programs

Reports to: Manager, Registration / Manager, Quality Assurance / Director, Professional Conduct
Updated: January 2024

POSITION OVERVIEW

The **Coordinator, Professional Programs** provides collaborative administrative support to CDHO's professional programs (Registration, Quality Assurance and Professional Conduct). In this role, you will have the opportunity to rotate among these areas and gain insight into all CDHO departments.

KEY RESPONSIBILITIES

- Respond to email and phone enquiries from applicants and registrants in a timely and appropriate manner.
- Mail and email correspondence, including generating mailing lists as well as other documentation from CDHO's database.
- Coordinate and assist with regular audits of program practices.
- Review and maintain database and electronic files to ensure accuracy and completeness of information.
- Prepare and assist with Committee meetings and other meetings as required. This includes scheduling, booking facilities, catering, minute taking, preparing agendas, preparing resource material, and other duties as required.
- Performing other administrative duties and special projects as assigned.
- Reception backup as required.

QUALIFICATIONS

Education/Experience

- College Diploma in business practices or paralegal and basic office process knowledge, minute-taking, and meeting coordination.
- Minimum two years experience working in an office environment in an administrative support position.
- Experience working in a health professional regulatory college is an asset.

Knowledge and Skills

- Strong computer and keyboarding skills. Advanced knowledge of MS Office Suite.
- Superb communication and client service skills, with the ability to influence and gain cooperation.
- Sound judgment and problem-solving skills.
- Strong drafting and letter-writing skills with proficiency in English.
- Time management and superior organizational skills.

COORDINATOR, PROFESSIONAL PROGRAMS

- General knowledge of the role of a health profession regulatory college.
- Ability to keep up to date technically and apply new knowledge to your responsibilities.
- Bilingualism French/English is an asset.

WORK ENVIRONMENT

- Hybrid role that consists of remote work and in-office attendance, as required.
- Be fully vaccinated against COVID-19 pursuant to the Government of Canada's guidelines; OR have a valid Human Rights Code-based exemption from COVID-19 vaccination and provide sufficient documents establishing the exemption.
- Occasional requirement for out-of-regular-hour attendance at Committee meetings or program functions.
- Interacting with employees, management, and the public at large.
- Attendance and presentation at workshops, Council meetings or other meetings of stakeholders.

DIRECT REPORTS

- None

WHAT WE OFFER

- Salary: \$55,000 – \$65,000 depending on experience.
- Extended health benefits that include dental and vision coverage
- An RRSP program
- Paid vacation, sick and personal days, with paid time off between Boxing Day and New Year's Day
- Professional development opportunities

WORKING AT CDHO

We treat all employees as individuals according only to their abilities to meet job requirements. That happens without regard to race, colour, ancestry, place of origin, religious beliefs, gender, age, physical disability, mental disability, marital status, family status, sexual orientation or any other factor that is legislatively protected under Ontario's Human Rights Code. Any form of discrimination or harassment based upon these factors is not permitted, condoned or tolerated under any circumstances. The College is also committed to complying with the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

To apply, please submit your resume and cover letter to careers@cdho.org.