

<b>Job Title:</b>	<b>Director, Regulatory Programs Performance</b>
<b>Reports To:</b>	Associate Registrar, Regulatory Programs
<b>Location:</b>	Guelph, Ontario
<b>Start Date:</b>	October 1, 2024
<b>Pay Rate:</b>	Commensurate with experience

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## About the College of Veterinarians of Ontario (CVO)

The College of Veterinarians of Ontario regulates the delivery of veterinary medicine in Ontario. All veterinarians who practice in Ontario must be licensed by the College. In serving the public interest, the College seeks to understand the risks involved in the practice of veterinary medicine and collaborates with partners to develop solutions which reduce the potential for harm to animals and people.

The College:

- Issues licenses to qualified individuals.
- Sets standards to improve the quality and safety of veterinary care.
- Inspects and accredits veterinary facilities to assure a safe, professional environment.
- Investigates and resolves concerns about a veterinarian and their practice.
- Administers quality practice programs to promote ongoing improvement and growth.

The College licenses more than 5,000 veterinarians and accredits over 2,300 veterinary facilities in Ontario. The role and authority of the College is set out in the *Veterinarians Act* and regulations made under this legislation.

## About this Unique Opportunity

The purpose of the Director, Regulatory Programs role is to provide leadership and direction to operational policy, performance and outcomes of the College's regulatory programs, to measure regulatory program performance through key performance indicators and provide performance reports for the organization, to oversee decision writing and case outcomes in Regulatory Programs to support regulatory effectiveness, to provide leadership and oversight to the Practice Advisory Service, and to manage strategic projects as assigned.

## Responsibilities

The following is a list of the essential duties and responsibilities of this job. The tasks and the time spent performing each task may vary. CVO maintains the right to modify job duties and responsibilities at its discretion.

- Develop, implement, and review operational policies and processes.
- Identify opportunities for improvement and consistency in policies and processes across programs.
- Provide direction on operations, including use of systems, business processes and reporting.
- Provide direction and advice on customer service standards.

- Coordinate with and provide support to the Principals in the development of the budget and monitoring adherence to the budget.
- Monitor case outcomes and assure effectiveness in decision-making.
- Oversee decision writing and provide support and leadership to decision writers.
- Provide leadership and oversight to the Practice Advisory Service.
- Liaise and provide support to the College's Practice Advisors.
- Develop, implement, and review risk identification, escalation and mitigation and oversee risk reporting for regulatory programs.
- Develop, implement, and review trends identification and oversee trends reporting.
- Oversee the adherence to the records management framework for the regulatory programs.
- Assure adherence to record retention policies among teams.
- Provide oversight of data management in the programs and advise on data analytics.
- Incorporate efficiency and effectiveness principles into programs and processes.
- Develop, implement, and review a regular reporting mechanism for effectiveness of the regulatory programs.
- Draft program performance reports for the organization.
- Represent the College to the Ontario Fairness Commissioner, the National Examining Board, and other relevant external organizations.
- Collaborate with the Associate Registrar, Regulatory Programs to manage and coordinate strategic projects related to the strategic plan.
- Assure regulatory program tactics related to the strategic plan have a work plan and are progressing.
- Manage other projects as assigned.
- Other duties as assigned.

### What you Bring to the Role

- Bachelor's Degree in Science, Public Policy, or Arts or related degree.
- Minimum five (5) years relevant work experience in a regulatory environment.
- Financial Acumen. Assist with development of budgets and recommend cost saving strategies and process improvements.
- Strong leadership skills with a demonstrated ability to lead and manage teams through change.
- Ability to communicate clearly and effectively, verbally and in writing, to all partners, both internal and external with appropriate discretion.
- Exceptional time management skills and ability to manage overlapping timelines effectively.
- Ability to apply strategic, creative thinking on a larger scale while maintaining accuracy and attention to detail.
- Ensure the highest standards of ethical conduct and integrity.
- Proven track record developing and successfully creating opportunities to streamline work and create efficiencies.
- Superb political acuity.
- Advanced knowledge of MS Office Suite, and virtual platforms.

## Applying to the Role

To be considered, please email your resume and cover letter to [lrankin@cvo.org](mailto:lrankin@cvo.org) before July 30<sup>th</sup>, 2024, and include the job title in the subject line of your email.

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We thank all applicants for their interest in the role, however, only those selected for an interview will be contacted. If contacted for an interview, please inform us if you require accommodation.

In the spirit of the Human Rights Code, we ask that resumes do not include personal data including, but not limited to age, health, marital and family status.

As an employer committed to the principles of employment equity, we encourage applications from all persons including Black, Indigenous and People of Colour, persons with disabilities, and persons of all sexual orientations and gender identities. We are committed to providing an inclusive and barrier free experience to applicants with accessibility needs in accordance with the *Ontario Human Rights Code* (2015) and the *Accessibility for Ontarians with Disabilities Act* (AODA).

For candidates with disabilities requiring an accommodation, please contact [lrankin@cvo.org](mailto:lrankin@cvo.org)