



Title: Coordinator, Professional Conduct (Bilingual)

Job description:

The College of Registered Psychotherapists of Ontario (CRPO) is the regulatory body for 17,600 clinicians working under the protected title of Registered Psychotherapist in this province. As the regulator, we are responsible for developing, establishing and maintaining requirements for registration and renewal; ensuring the ongoing competence of registrants; developing professional practice standards; and, holding registrants accountable for their conduct by investigating and addressing all complaints. For more information, visit our website at www.crpo.ca

The candidate must have excellent interpersonal & technical skills, who interacts effectively with staff, Council members, committee members, and members of the College, among others. Professionalism, maturity, tact, flexibility, initiative, and a willingness to undertake unfamiliar tasks occasionally are required.

Job Summary

The Coordinator, Professional Conduct (Bilingual) will oversee the administration of professional conduct processes resulting from concerns brought to the College's attention through reports and complaints regarding Registered Psychotherapists. The Coordinator will support the department's case management processes to ensure timely, accurate, effective, and efficient resolution of complaints, reports and incapacity files.

Major Duties/Responsibilities:

- Operates as front-line communication via phone and email with complainants, reporters, witnesses and registrants to provide support and updates throughout the process.
- Processes complaints, reports and incapacity files, including completing risk assessments, recommending investigation route coordinating investigations with internal and contract investigators, preparing correspondences and disclosing documents to relevant parties.
- Conducts low-risk complaint investigations, including drafting an investigation plan, completing telephone interviews and drafting witness statements and reports.
- Drafts undertakings and remedial agreements.



- Reviews panel materials and prepares and presents a summary to ICRC for all files on caseload.
- Provides support to Health Professions Appeal and Review Board (HPARB) in pre-hearing conferences and reviews.
- Develops supporting documentation, including drafting templates, procedures and policies.

Requirements:

- Post-secondary degree or diploma is required.
- 2+ years of relevant work experience.
- Direct experience working in health regulation preferred.
- Intermediate to advanced proficiency in Microsoft Office (Outlook, Word, Excel, PowerPoint and Access) and Adobe Acrobat required.
- Fluency in French required.

Skills:

- Detail-orientated.
- Handles sensitive and confidential issues using well-developed discretion, professionalism, and judgement.
- Comfortable discussing sensitive subject matters.
- Employs effective de-escalation techniques and trauma-informed practices.
- Manages and organizes a complex workload. Able to work in a dynamic environment and can recognize shifts in priorities.
- Employs effective verbal and written communication skills with colleagues and other stakeholders, including committee members and the public.
- Able to recognize needs of a particular audience and modify communications to match those needs.

The Professional Conduct Coordinator (Bilingual) position is being offered as a full-time salaried position.

Salary: \$62,000.00 - \$68,000.000

Please submit a resume and cover letter at your earliest convenience to Brianne Mouat – Manager, HR at b.mouat@crpo.ca, deadline before the job closes is May 8, 2026. Interviews will commence prior to the submission deadline. No phone calls please. Start date: Immediately



We thank all applicants for their interest. Only those selected for an interview will be contacted.

CRPO encourages applications from those who have demonstrated a commitment to upholding the values of equity and inclusion. We welcome applications from members of groups that have been historically disadvantaged and marginalized, including First Nations, Metis and Inuit peoples, Indigenous peoples of North America, Black and persons of colour, persons with disabilities, and those who identify as 2SLGBTQ+.

If you require accommodation, please contact us and we will work with you to meet your needs.

CRPO does not utilize AI technology within the recruitment process.

College of Registered Psychotherapists of Ontario
www.crpo.ca