



Title: Intake Coordinator

Opportunity in Professional Regulation

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

We are seeking an organized and detail-oriented team player skilled at receiving, processing and triaging incoming information needed for effective case management. This position will also be communicating with impacted parties, advising on the statutory authority of the College, following-up to obtain clarification and assisting in identifying risk.

The ideal candidate has intake experience in a human services setting; community and social services, health care, regulatory, or otherwise. The candidate must have excellent verbal and written communication skills. It is critical that the candidate is able to recognize the information and support needs of their audience and modify communications to match those needs. Knowledge of the Regulated Health Professions Act, 1991 (RHPA) and regulatory systems is considered an asset.

Major Duties/Responsibilities:

- Receives, processes and triages incoming information related to professional conduct.
- Reviews information in accordance with CRPO protocols.
- Identifies risk and concerns requiring escalation ; as well as matters for file closure at intake.
- Provides front line information and inquiry support.
- Prepares a clear and concise summary of the initiating documents for review and consideration.
- Drafts required correspondence and notifications.
- Addresses inquiries involving professional conduct matters from various parties.
- Performs case management activities including: opening files, managing receipt of case documents, creating and organizing electronic files, updating the case management system, redacting documents and preparing reports on trends and emerging issues.
- Supports CRPO's funding for therapy and counselling program.
- Provides accommodations to parties within the complaints and reports process.



Requirements:

- A Social Service Worker diploma or equivalent experience is required.
- 2+ years of relevant intake/ front line support experience required.
- Experience working in a community and social services, health care or a clinical environment preferred.
- Fluency in French is an asset.
- Experience working in a regulatory setting is an asset.
- Intermediate to advanced proficiency in Microsoft Office (Outlook, Word, Excel, PowerPoint and Access) and Adobe Acrobat required.

Skills:

- Written communication skills to respond to correspondence and prepare detailed and accurate case summaries.
- Verbal communication and customer service skills to communicate with a variety of parties to collect and provide information related to professional conduct matters.
- Displays empathy while maintaining and understanding neutrality.
- Employs trauma and crisis response techniques to avoid triggers in written and verbal correspondence.
- Competent and comfortable managing and diffusing difficult phone calls, employing effective de-escalation and dispute resolution techniques.
- Resilience, tact and diplomacy to communicate with individuals on sensitive matters in a respectful and culturally appropriate manner.
- Professional judgment to ensure that information disclosed is appropriate.
- Time management and attention to detail.
- Comfortable discussing sensitive subject matters.
- Able to work in a dynamic team environment and can recognize shifts in priorities.

The Intake Coordinator position is being offered as a full-time salaried position.

Salary: \$65,000.00 - \$70,000.000

Please submit a resume and cover letter at your earliest convenience to Brianne Mouat – Manager, HR at b.mouat@crpo.ca. Interviews will commence prior to the submission deadline of May 8, 2026. 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,



College of
Registered
Psychotherapists
of Ontario

375 University Avenue, Suite 800 Toronto, ON M5G 2J5
1.844.712.1364 • T: 416.479.4330 • F: 416.639.2168
info@crpo.ca • crpo.ca

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

CRPO does not utilize AI technology within the recruitment process.

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www.crpo.ca