College of Registered Psychotherapists of Ontario
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Manager, Professional Conduct (18-month contract)

The College of Registered Psychotherapists of Ontario (CRPO) is the regulatory body for almost 18,600 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

Job Summary

Reporting to the Director of Regulatory Affairs, the Manager, Professional Conduct is responsible for managing the College's complaints and ICRC processes to ensure that they are consistent with the application of fair and appropriate policies, procedures, and practices within the department. The Manager, Professional Conduct is also well-versed in reports, incapacity and investigation processes. The Manager, Professional Conduct has strong people management skills, excellent written and oral communication skills, and the ability to work with an inclusivity focus. They are able to interact effectively with staff, Council, committee members, complainants, registrants, investigators, legal counsel and other stakeholders.

Major Duties/Responsibilities:

- Ensures that complaint matters are managed fairly, efficiently and in accordance with legislative requirements.
- Monitors and tracks complaint cases for anomalies and problem solves issues.
- Meets regularly with team members, individually and as a group, to provide direction and guidance.
- Reviews Investigation Reports to ensure completeness of investigation.
- Develops and ensures the maintenance of policies, procedures and templates to support complaint processes, ensuring emerging needs and/or best practices are addressed.
- Provides guidance to the Inquiries, Complaints and Reports Committee, including orientation, training, meeting planning, providing appropriate materials, and advising the Committee during meeting.
- Reviews and analyzes case data to support program planning and reporting requirements, including key performance indicators.
- Leads performance planning and review, evaluation, coaching and development of assigned team members.
- Completes other reasonable duties as assigned by the Director, Regulatory Affairs.

Requirements:

- Post-secondary degree or diploma is required in a related field such as Political Science, Public Health, Business Administration, Law or equivalent.

- 5-7+ years of relevant work experience, inclusive of supervising and managing others.
- Experience working in health regulation preferred.
- Advanced proficiency in Microsoft Office (Outlook, Word, Excel, PowerPoint) and Adobe Acrobat required.

Skills:

- Excellent organizational and decision-making skills to direct and manage the activities of the Complaints team and committee members.
- Strong and effective verbal and written communication skills with colleagues and other system partners, including committee members and the public. Able to recognize the needs of a particular audience and modify communications to match those needs.
- Demonstrates analytical and problem-solving skills.
- Detail-oriented. Handles sensitive and confidential issues using well-developed discretion, professionalism, and judgement.
- Manages and organizes a complex workload. Able to work in a dynamic environment and can recognize shifts in priorities.
- Knowledge of the (RHPA).
- Bilingual in both English and French (verbal and written) is an asset.

The Manager, Professional Conduct position is being offered as an 18-month contract position.

Please submit a resume and cover letter at your earliest convenience to Manager, HR - Brianne Mouat at b.mouat@crpo.ca. Interviews will commence prior to the submission deadline September 11th, 2026. No phone calls please. Start date: End of October/Early November 2026

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.

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