Health and Supportive Care Providers Oversight Authority

Health and Supportive Care Providers Oversight Authority (HSCPOA)

REGISTRATION PROGRAM ADMINISTRATOR

The Health and Supportive Care Providers Oversight Authority (HSCPOA) is seeking a highly organized and detail-oriented individual to join the staff as **Registration Program Administrator.** The current opening is a newly created full-time staff position, adding to HSCPOA's existing remote staff team of nine energetic and creative individuals.

HSCPOA is a new regulatory body in Ontario with a mandate of public protection. HSCPOA registers and provides oversight of Personal Support Workers (PSWs) and other potential classes of registrants that may be prescribed by government in future regulations to be made under the *Health and Supportive Care Providers Oversight Authority Act, 2021*. Having commenced registration December 1, 2024, the registrant count is nearing 20,000 with the potential to multiply six-fold.

POSITION SUMMARY

Reporting to the Manager of Registration, the Registration Program Administrator is responsible for facilitating registration by processing applications, and responding to inquiries from the public, applicants, and registrants regarding initial registration and annual renewal.

ACCOUNTABILITIES

Service / Support

- Acts as a first point of contact for individuals interacting with HSCPOA.
- Communicates with the public, applicants, registrants and other systems partners around registration requirements, processes, and resource information.
- Efficiently and effectively reviews and processes applications, adhering to appropriate processes, protocols, and policies.
- Keeps applicants up to date on application status, requirements for outstanding and/or missing information, etc.
- Follows up with registrants whose registration has lapsed.
- Identifies opportunities to update communications vehicles (website, email templates for frequently asked questions, information sheets, etc.) based on changes within processes and procedures.
- Attends organizational events as a representative of HSCPOA to support public outreach and knowledge sharing regarding HSCPOA and benefits of

registration.
- Interacts with internal and external parties in a manner that is professional, confidential, and comprehensive in terms of registration policies, processes, practices, and procedures.

Team Member

- Demonstrates personal excellence in technical competence, bringing knowledge, expertise and personal credibility to immediate colleagues, contributing to collaborative team decisions and processes.
- Proactively develops understanding and shares information.
- Lives up to commitments and follows up with team members.

Administrative Responsibilities

- Records and maintains information in alignment with privacy and security requirements.
- Generates, updates, and maintains registration records and files ensuring information is recorded properly in various shared filing systems.

Commitment to Organization Goals, Values, Policies and Procedures

- Demonstrates alignment with the organization's values of regulatory transformation; impact focused excellence; caring and respect; collaboration and inclusivity; leadership and catalysts for change; and accountability.
- Adheres to all required legislation, regulations, and standards as well as HSCPOA policies and procedures.
- Contributes to the protection and maintenance of HSCPOA physical and virtual assets by providing input into the development, modification and implementation of policies, procedures and protocols that minimize risk and increase effectiveness and efficiency in terms of these items.

QUALIFICATIONS

Education & Experience

- Successful completion of a diploma in Administrative Studies or a related discipline or equivalent education and experience.
- Minimum of two (2) years of recent relevant experience in an administrative role, preferably in registration or membership services.

Knowledge & Skills

- Ability to follow direction and adhere to processes
- Detail-oriented
- Self-motivated

- Flexible and adaptable team player with ability to collaborate and support others in the achievement of results
- Effective communication skills, with customer service focus
- Professionalism and cultural sensitivity in dealing with others
- Demonstrates honesty, integrity, and accountability
- Ability to complete a high volume of work with accuracy and within prescribed deadlines in a fast paced, high-pressure environment
- Highly organized
- Ability to problem solve
- Computer and database literacy and proficiency (MS office suite, SharePoint)

WORKING ENVIRONMENT

- Remote position with a requirement for a dedicated confidential workspace and stable internet connection
- Occasional travel to attend various work-related activities
- Equipment will be provided by HSCPOA

APPLICATION PROCESS

HSCPOA invites all qualified individuals to submit their **cover letter and resume to** hr@hscpoa.com by **November 13, 2026.**

Salary Range $68,000 - $78,000

Artificial Intelligence tools will not be used in any part of the recruitment or selection process. We thank all applicants; however, only those under consideration will be contacted.

The above job description reflects the major aspects of the job and is not to be construed as a detailed description of all work requirements inherent in the job. All positions may be assigned other job-related duties as required from time to time.