



College of Traditional Chinese Medicine
Practitioners and Acupuncturists of Ontario

Ordre des praticiens en médecine traditionnelle
chinoise et des acupuncteurs de l'Ontario

Position Title: **Manager of Registration and Examinations**
Type: **1 Full-Time Position**
Location: **Currently Hybrid - 55 Commerce Valley Dr. W Thornhill L3T 7V9**

Imagine a job where you lead the two busiest and most vital programs at the College ensuring that best practices are being followed by all traditional Chinese medicine practitioners and acupuncturists across Ontario!

Imagine a job where you will be a key figure in the organization, bringing your exceptional managerial, organizational, and project management skills to lead the Registration and Examinations programs to run smoothly and efficiently!

Add a tight-knit team, the ability to learn about all aspects of College operations, an excellent work-life balance, and you have imagined a job at the College of Traditional Chinese Medicine Practitioners and Acupuncturist of Ontario.

About the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario:

The College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario (CTCMPAO) governs the practice of traditional Chinese medicine in Ontario. Established under the [Regulated Health Professions Act, 1991 \(RHPA\)](#) and the [Traditional Chinese Medicine Act, 2006 \(TCMA\)](#), the College serves and protects the public interest by ensuring that all registered TCM practitioners and acupuncturists in Ontario are qualified to practise and that they maintain professional standards of practice.

We are located at 55 Commerce Valley Drive West in Thornhill, Ontario. We currently work under a hybrid work model. The registration team that you will be overseeing is working 2-3 days per week in the office (staff may be required to come in more often). We engage in team-building activities to create and maintain a tight-knit group.

We value our staff:

We are a secure and dynamic organization, and we have robust COVID-19 protocols to keep our people safe. We also provide:

- High-performance computer and communication equipment for working at home and the office
- Ability to work in the office and/or from home (some days will be at the office)
- Three weeks vacation
- Comprehensive benefits including vision
- RRSP program



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- Opportunities for continuous learning and professional development
- Paid sick days

The Position:

The Manager position is critically important to the College because it ensures the College's registration and examination processes are transparent, objective, impartial and fair. You will be responsible for the development, management, and implementation of the Registration and Examinations Program in accordance with the [Regulated Health Professions Act, 1991](#), regulations, College bylaws, policies, and current regulatory trends. You will split your time between managing multiple projects and providing leadership to the registration and examination team.

Specifically, you will:

- Manage the maintenance of the College's Register of members, ensuring accurate data entry, as well as timely processing of member applications, renewals, and status changes
- Initiate, develop, and implement projects related to the Registration Department and manage the day-to-day program operations
- In conjunction with the Registration Committee, develop, implement, evaluate, and revises appropriate policies and procedures for the administration of the Registration Program
- Advise the Registrar and consult with legal counsel on matters related to complex cases. Provides direct support and oversight to all files that require Registration Committee review
- Ensure that applications are processed in accordance with the legislative requirements, providing guidance to the coordinator and assistants in the processing of individual files, communicating and monitoring timelines and priorities for file administration
- Oversee the Jurisprudence Course and the Safety Program, including maintenance of relevant guides, handbooks, and test administration
- Manages the annual renewal processes, including processing suspensions for non-payment of fees
- Collaborates with the IT department on the development, implementation, and continuous improvement of the Colleges information system and the Public Register
- Benchmark performance metrics and best practices in the legislative and regulatory environment, analyzing relevant information and trends as they relate to the Registration Program



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Registration Committee

- Provide direct support to the Registration Committee with scheduling, agendas and meeting preparation, policy recommendations, and decision-making
- Plan, implement and report on Committee projects and develop and updates operations manuals
- Attend all Registration Committee and Panel meetings, and oversees the development and dissemination of resource materials for the Committee
- Track action outcomes of Registration Committee decisions

Examinations Program

- Lead the examinations program in the processing and evaluation of candidate applications for the registration examinations
- Develop and maintain examinations applications forms, eligibility criteria, and resource materials
- Coordinate postings of website content including applications and examination schedules and fees, ensuring that candidates have access to up-to-date information and resources
- Review exam performance and conduct in-service analysis as needed
- Manage the end-to-end exam development process with the support of an exam development team

Department Management

- Oversee, manage and lead the work in the Registration and Examinations department
- Develop short and long-term work plans, delegate work assignments in accordance with the individual skills and competencies of the team and provide ongoing training, professional development, performance management, coaching, and mentoring to staff
- Contributes to the College's annual budget development



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What makes You the Ideal Candidate?

- Demonstrated experience with the *Regulated Health Professions Act, 1991* and the Health Professions Procedural Code is an asset. Experience with and/or knowledge of the *Traditional Chinese Medicine Act, 2006* would be a definite asset
- Direct experience in Examination and/or Registration within a regulatory body in Ontario would be considered a definite asset
- Previous experience working for the Councils, Boards, and/or Committees
- The ability to read, write and speak French is an asset

Required Education and Experience:

- Post-secondary degree in a related discipline (public policy, social sciences, business, or public administration) and a minimum of 3 years of experience in a leadership role
- Proven ability to lead teams and manage processes
- Proficient with computer applications such as Microsoft Office (Word, Excel, PowerPoint, etc.)
- Organization, time management, and planning skills with proven ability to manage and deliver on multiple competing priorities
- Ability to deal with sensitive and confidential issues using well-developed discretion, professionalism, and judgment
- A valid criminal record check will be required by the successful candidate and the successful candidate will be required to confirm their COVID vaccination status (at least 2 doses) to be communicated during the interview process.

CTCMPAO is an equal opportunity employer. We encourage all qualified individuals who identify as part of an equity-seeking group to apply. We are committed to a barrier-free, equitable, and inclusive recruitment process and workplace.

Our goal is to ensure our College's Council and staff are reflective of the diversity of the community and we welcome any feedback in this regard.



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How to Apply:

Please submit your resume and cover letter to hr@ctcmpao.on.ca , and include **“Manager of Registration and Examinations”** and **your name** in the subject line. Applications will be reviewed when they are received, and interviews will be scheduled until the position is filled.

At the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario, we are committed to fostering a healthy and positive work environment. In accordance with the *Accessibility of Ontarians with Disabilities Act, 2005* and the Ontario Human Rights Code, we encourage applications from all qualified candidates and will accommodate applicants' needs throughout all stages of the selection process. If selected to participate in the recruitment and selection process, please inform us of any accommodation(s) you may require to ensure your equal participation.

We look forward to hearing from you!