



College of  
**Midwives**  
of Ontario

Ordre des  
**sages-femmes**  
de l'Ontario

## Registration Coordinator

**REPORTS TO:** Manager, Registration

**JOB TYPE:** Full Time Permanent (37.5 hours / week)

### POSITION SUMMARY

The College's registration team ensures consistent registration practices through the establishment of fair and transparent processes. Under direction from the Manager, Registration (MR), the Coordinator, Registration (CR) takes full ownership of the coordination of the registration of applicants and management of member files in accordance with the provisions of the Regulated Health Professions Act, the Midwifery Act, College's Registration Regulation, College's By-laws, and registration policies. The CR works with the Registration team to achieve the mandate of the department and strategic direction of the College and is responsible for implementing decisions and policies of the department and College under the direction of the MR.

### ACCOUNTABILITY

Accountable to coordinate the delivery of the Registration program as per set direction and established procedures and contributes to the continuous improvement of systems. Maintains accurate records and filing systems, generates statistical reports and maintains data integrity. Meets standards for internal and external communications, including forms, letters, tools and publications, ensuring accurate information and consistency. Monitors work to ensure timeliness and consistency, and reports regularly to the Manager any shortfall. Corresponds with applicants, registrants, members of the public and stakeholders and responds to inquiries within expected and established timelines. Maintains knowledge of relevant legislation, by-laws and requirements from stakeholders. Supports Committee and Panels by administering the logistics of all meetings, preparing and distributing materials, tracking issues, recording minutes and maintaining Committee files. Supports the decision writing process. Develops and coordinates committee resources to support orientation and training for Committee members. Ensures appropriate follow up to Committee and Panel decisions and requests. Manages program logistics (for example exam administration). Assists in the creation of content for newsletter, annual reports, website, webinar and presentation materials. Monitors relevant website areas to ensure information is accurate and links are working.

## KEY RESPONSIBILITIES

The key responsibilities outlined below are interpreted as being descriptive in nature and are not an exhaustive or comprehensive list of all possible job responsibilities, tasks, and duties.

### Expertise

- Acts as a College resource on registration matters
- Provides expertise and knowledge through participation in process development and improvement projects
- Maintains processes and a bring-forward system to ensure that Registration Committee decisions are implemented in a timely and effective manner and in compliance with relevant sections of the Regulated Health Professions Act, the College's Registration Regulation and College Bylaws
- Knowledge of data management systems and procedures
- Maintains up-to-date knowledge of relevant legislation, policies and by-laws
- Maintains up-to-date knowledge of the College's policies related to privacy and information management and ensures compliance in all relevant work

### Program Coordination

- Processes applications for registration and renewal ensuring accuracy and completeness
- Maintains and manages applicant and member data as it relates to registration
- Ensures the Public Register information is up-to-date and accurate with respect to registration information
- Responds to inquiries in a timely and thorough manner
- Liaises with members, applicants, and stakeholders
- Prepares correspondence
- Prepares files for review
- Processes documents requested by membership
- Processes membership statistical reports
- Accounts payable and receivable, including processing payments and tracking collections
- Creates invoices and tracks receivables for fees related to registration
- Contributes to data integrity and accuracy, and meets best practice standards as established by the MR
- Maintains a case tracking system and monitors progress of cases
- Works toward timely resolution of matters to meet legislative timeframes
- Implements tools for registration program evaluation and improvement
- Administers exams including registering candidates, securing locations and hiring proctors, dissemination of results, and communication to candidates and stakeholders
- Achieves annual department goals and maintains work plan
- Effectively manages a complex, high-volume workload

- Maintains appropriate assessment tracking/alert system for establishing priorities and completes long-term follow-up in meeting departmental objectives and benchmarks
- Identifies issues and trends, prepares reports and makes suggestions for quality improvement

#### Data Management & Analysis

- Timely input of required information into the database
- Assists in the development and continual maintenance of the registration database
- Maintains system and procedures for paper and electronic files to ensure that appropriate documentation and data are collected and entered in accordance with privacy policies
- Collects data from registration processes for the purposes of review and analysis and generates reports

#### Communication

- Drafts and coordinates correspondence and materials
- Consults and collaborates with experts and stakeholders as needed
- Develops and updates registration information for the College's website
- Develops and updates tools and templates
- Assists in the creation of content for newsletter, annual reports, website, webinar and presentation materials

#### Committee Support

- Supports the Manager in their oversight of Committee and Panel work including:
  - Administering the logistics of all meetings, preparing and distributing materials, tracking issues, recording minutes, and maintaining Committee files
  - Supporting briefings, including preparation of materials
  - Developing and coordinating committee resources to support orientation and training for Committee members
  - Ensuring appropriate follow up to Committee and Panel decisions and requests
  - Supports the decision writing process.
  - Other work, including project work as directed by the Manager

#### Team Collaboration

- Provides relief to other members of the Registration Department and other departments of the College as needed
- Develops, completes or manages ad hoc projects as directed by the management team
- Work with colleagues to put into action the strategic plan of the College

## **REQUIREMENTS**

University or College degree and 3 years of relevant experience.

A valid criminal record check will be required by the successful candidate.

## **COMPENSATION**

Salary with Benefits.

Salary Band (\$53,962 - \$64,755). Hiring Range (\$53,962- 57,560).

## **APPLICATION PROCESS**

Interested candidates can send a resume and cover letter by April 11, 2018 to

Carolyn Doornekamp, Director of Operations, [c.doornekamp@cmo.on.ca](mailto:c.doornekamp@cmo.on.ca)