



Advisor (Contract)

Date Posted: October 18, 2021

The Royal College of Dental Surgeons of Ontario (RCDSO) is a leader in health care regulation. As the governing body for more than 10,700 dentists in Ontario, our mission is to act in the public interest by putting patients first. We are committed to transparency, accessibility, openness and fairness in all our work.

Bring your highly developed interpersonal and communication skills to our team as an Advisor in the Quality Assurance (QA) department.

The QA department administers the College's Quality Assurance Program. It ensures the knowledge, skills and judgment of Ontario dentists remain current throughout their careers, and that dentists continue to provide safe, effective, appropriate and ethical dental care to their patients. The QA department is also responsible for the College's practice advisory service.

You will be responsible for providing information and impartial advice to dentists, dental staff and patients about dental practice and the regulatory environment in Ontario. You will also research and develop resources for the dental profession and assist with producing content for the College's website.

This is anticipated to be a 12-month contract with a likely start date of December 2021. This job will require you to work remotely until further notice.

What can I expect to do in this role?

Reporting to the Director, QA, you will:

- Research and respond to telephone and written inquiries from dentists, dental office staff and patients, and providing verbal and/or written practice information and advice, including action items, communication strategies and resources
- Ensure that inquiries are responded to within RCDSO service standard guidelines
- Manage and taking responsibility for delivering high quality, solutions-focused services
- Maintain information accurately within relevant systems
- Forward or escalate matters as required
- Keep current on legislative changes and emerging trends within the healthcare landscape
- Manage and deliver assigned projects and goals within required deadlines

- Provide advice on policy development and interpretation of the College's positions to the Director, Quality Assurance, Registrar, senior staff and colleagues
- Assist in researching, collaborating and writing practice-related articles and content for the College's website, and reviews articles written by other internal contributors
- Identify, interview and collaborate with external contributors and reviewers
- Represent the College at outside functions as required (such as conventions, dental society meetings, scientific meetings and public meetings)
- Participate in instructional/course presentations of the College as required (e.g. recordkeeping course, dental school presentations)
- Other duties as assigned

What skills and background do I need?

The Advisor requires:

- Completion of a Bachelor's degree, preferably in a health field
- Minimum of five years' demonstrated strong client service skills with the ability to interpret and relay complex information accurately and succinctly to a wide range of stakeholders
- Demonstrated experience de-escalating a variety of challenging situations including inquiries possibly involving vulnerable respondents
- Demonstrated high degree of professionalism, initiative, analytical and solutions-focused
- Ability to independently manage a high volume workload with competing deadlines
- Ability to maintain and observe confidentiality per RCDSO and RHPA standards
- Strong ability to collaborate with other departments throughout the College as required
- Excellent oral, written and presentation communication skills with exceptional attention to detail
- Proficiency with MS Office; experience with case management systems and SharePoint an asset
- Demonstrated ability to work collaboratively within a team environment on projects and other tasks
- Knowledge of the Regulated Health Professions Act and Dentistry Act preferred
- Dental practice experience an asset

How do I apply?

To apply to this vacancy please submit your resume and cover letter describing why you are interested in this position online at our Careers Webpage located at:

<https://www.rcdso.org/en-ca/about/careers> by **November 1, 2021 at 5 pm.**

During the COVID-19 pandemic, our recruitment process will be conducted remotely.

Thank you for your interest; only applicants selected for an interview will be contacted.

The Royal College of Dental Surgeons is an inclusive employer.

Accommodation is available upon request under the [Ontario Human Rights Code](#).

www.rcdso.org