



ACOTRO Job Posting

Position Title: **Credentialing Officer**

Reporting To: **SEAS Manager**

Location: **Toronto, ON**

The Association of Canadian Occupational Therapy Regulatory Organizations (ACOTRO) is looking for a Credentialing Officer for the Substantial Equivalency Assessment System (SEAS).

Occupational therapy helps people with functional challenges by removing barriers to participation in everyday activities. ACOTRO makes sure that internationally educated therapists have the needed education and competencies, so they can provide the best care possible for Canadians.

We are looking for an eager individual with decision report writing and credentialing experience, and strong communication and customer service skills to join our small team. If this sounds like you, read on!

Credentialing Officer

Your work will support our SEAS program, which assesses the credentials of internationally educated occupational therapists coming to Canada. You will have three key priorities in this role: case coordination, assessment review, and supporting the SEAS Manager, committees and Board:

- **Case Coordination** – Working in conjunction with the SEAS Associate, you will be a point of contact for applicants, assisting with their progress through the program.
- **Assessment Review** – In line with ACOTRO policies, you will receive academic documents, complete reviews of academic credential assessment reports, and complete profession-specific credential assessments and language proficiency assessments, to ensure minimum requirements have been met and submit reports of the results. This includes the evaluation of the completeness of documents submitted by applicants and identifying where additional documentation is required. You will also complete quality assurance reviews of competency assessment interview reports.
- **Support** – Preparing final applicant documentation and decision reports for determination committees and applicants, in addition to referring communications and matters to the SEAS Manager as appropriate. She will count on your sound judgement and attention to detail. On occasion, the preparation of case files and statistical reports will be required.



The Right Fit

We care about who you are as much as what you've done. You're the right fit for this role if you are:

- **Independent** – you can thrive in an environment where your manager and regular contacts are working remotely. You love having the latitude to find our own solutions and manage your workload.
- **An exceptional communicator** – you know how to achieve clarity in email and over the phone, as well as in documentation and reports.
- **Empathic** – often our applicants are anxious about the process, because the results will determine the kind of work they can get when they come to Canada. Your ability to understand their fears will help them through the process.
- **Thorough** – due to the diverse nature of our applicants, and the components to be completed within the SEAS program, attention to detail and the ability to consistently follow processes are key.
- **Resourceful** – whether it's working within budget restrictions, learning new programs, or responding to requests for information, you'll bring your creative problem-solving skills to bear.
- **Open** – you take feedback well and are quick to seek help when you need it.

Working at ACOTRO

This is a part-time permanent role working from our bustling Bay Street office. You will work two days per week, from 8:30am to 4:30 pm. The days you work will be consistent from week to week, and we'll decide together which days work best.

Starting salary is \$50,000, which will be prorated to two days per week. We're also offering three weeks (six days) of vacation after one year, and additional compensation in lieu of health benefits.

Your team will be working remotely most days while you work in the office. That doesn't mean you'll be alone! You'll work with our colleagues in the office of the College of Occupational Therapists of Ontario. They are a dynamic and committed group, so if you ever run into issues, you will have experts on hand who will be happy to support you.

SEAS is a relatively new program, and that means that you will have the opportunity to bring and implement your ideas to make our operation better and grow with us. This is an opportunity to own your role and make a deeply appreciated difference. We hope you will join us.



Qualifications

Here is our list of must-haves:

- Minimum bachelor level degree in a relevant field;
- Minimum 2 years' experience working with a diverse clientele, and demonstrated experience serving the public;
- 3 years relevant work experience;
- Experience in a regulatory and/or credentialing environment an asset;
- Experience reviewing educational curriculum and transcripts an asset;
- Experience working in a not for profit or regulatory environment an asset.
- Experience with customer service and corporate communications;
- Strong cross-cultural communication skills;
- Excellent oral, written and interpersonal communication skills and ability to communicate in a professional and engaging manner;
- Exceptional formal report writing skills;
- Strong skills in critical thinking, objective non-biased reasoning and applying standard criteria;
- Solid understanding of principles of administrative justice: fairness, impartiality, objectivity and transparency;
- Solid skills in comparative analysis and evaluation;
- Attention to detail especially in repetitive activities;
- Solid understanding of higher education programs and course content;
- Knowledge of professional standards of practice and applicable legislation and regulations;
- Strong conflict management skills, and an ability to manage challenging inter-personal situations;
- Flexibility and openness to adapt to the needs of an evolving organization;
- Excellent organizational abilities and time management skills; ability to work under pressure, meet deadlines, multitask and prioritize;
- Proficiency and ease with computer skills and technology. Knowledge of computer software programs, such as word processing, Visio, Excel, Microsoft office, databases, Microsoft outlook, internet explorer, Power Point;
- Self-motivated, and competent in prioritizing and working independently; committed to working cooperatively in a small team environment;
- Good judgement, initiative and discretion in dealing with sensitive issues;
- Proficiency in French an asset.

ACOTRO

ASSOCIATION OF CANADIAN OCCUPATIONAL
THERAPY REGULATORY ORGANIZATIONS



ACORE

ASSOCIATION CANADIENNE DES ORGANISMES
DE RÉGLEMENTATION EN ERGOTHÉRAPIE

How to Apply

Please submit a cover letter and resume addressed to the SEAS Manager by email to seas.manager@acotro.org.

We strive to build a team that reflects the diversity of the community we work in and encourage applications from traditionally underrepresented groups such as women, visible minorities, Indigenous peoples, people identifying as LGBTQ2SI, veterans, and people with disabilities.

Thank you for your interest in our organization. Only applicants invited for an interview will be contacted.