

Communications and System Partner Engagement Coordinator

The College of Dental Technologists of Ontario (the “College”) is the regulatory body established by the provincial government to oversee dental technology practice in Ontario, dedicated to serving and safeguarding the public interest. The College ensures that dental technologists uphold professional standards of practice, delivering safe, competent, and ethical care.

POSITION DETAILS

- **Position:** Communications and System Partner Engagement Manager
- **Supervisor:** Registrar and CEO
- **Type:** 1.0 FTE (35.0 hours/week)
- **Number of Reports:** Direct 0 Indirect 0

POSITION SUMMARY

The Communications and System Partner Engagement Manager assumes a leadership role at the College, providing system partners with effective, professional, and timely communications. Reporting to the Registrar, the Manager will offer expertise and support in the production of all College communications, manage the College’s website and social media activities, and provide support for the College’s Board Elections.

KEY RESPONSIBILITIES

The key responsibilities outlined below are descriptive and not exhaustive:

COMMUNICATIONS AND PROGRAM MANAGEMENT

- Provide responses to key system partners regarding major initiatives and new projects.
- Coordinate the publication of the College e-newsletter and the annual report, including editorial planning, writing, editing, layout, posting, and distribution.
- Generate content ideas for specific communications initiatives, writing and editing copy for all communications channels (website, annual report, presentations, social media, etc.).
- Create and distribute emails to registrants and system partners using MailChimp.
- Create and distribute surveys to registrants, system partners, and the public using SurveyMonkey.
- Ensure all communications materials accurately reflect the College brand.
- Provide proofreading and copy-editing for all external communications.
- Provide communication and promotion support for events, representing the College and coordinating its participation at external events.

- Develop material for public education and outreach, including presentations, brochures, and branded material.
- Liaise with other Colleges and the Association of Dental Technologists of Ontario for outreach strategies and implementation.
- Participate in developing, implementing, and updating the College's strategic communications plan and work plan, providing reports to the Board.
- Provide support for the College's Board Elections
- Provide media relations/public relations support to the Registrar as required.
- Manage the website using WordPress, maintaining and updating content.

GENERAL

- Contribute to strategic and operational planning of the College, developing performance indicators, and drafting portions of the Annual Report of the College.
- Forecast and monitor the budget for the Communications Department and the Patient Relations Department.
- Schedule and plan logistics for meetings, compile and disseminate meeting materials, create meeting agendas and take minutes, and provide training or facilitate meetings where necessary.
- Perform any other duties commensurate with grade/status as required by the Registrar.

QUALIFICATIONS

EDUCATION AND EXPERIENCE

Completion of an undergraduate degree in a related field, preferably in communications/journalism/public relations or a related area, combined with a minimum of three years' relevant experience in a communications role.

KNOWLEDGE

- Knowledge of the regulatory and legislative framework for the governance of health care professions in Ontario, ensuring that the practices and policies of the College meet legal requirements. Specifically, knowledge is required of the Regulated Health Professions Act (RHPA), 1991, Health Professions Procedural Code, schedule 2 to the RHPA, the Dental Technology Act, 1991, and regulations made under these Acts.
- Knowledge of protocols and legislation regarding the protection of privacy of individuals, ensuring that information regarding registrants of the College, their patients/clients, registrants of the public, and witnesses is appropriately protected.

- Knowledge of computer applications generally used in offices such as Microsoft Office software and Adobe applications that support organizational planning and communications tools.

ORGANIZATIONAL SKILLS

- Ability to organize meetings, prepare agendas, present materials for Committees and the Board.
- Ability to manage multiple tasks and competing priorities in a fast-paced environment, where team registrants must support each other and the Registrar to accomplish work.
- Ability to file and maintain records.
- Effective writing skills to create reports, proposals, and correspondence.
- Ability to work independently and with teams, providing situational leadership to achieve team objectives.

COMPUTER SKILLS

- Ability to function at an intermediate to advanced level with all Microsoft Office and Adobe applications.
- Ability to independently use standard office equipment such as computers, fax, copiers, printers, scanners, and projectors.

COMMUNICATION SKILLS

- Highly developed presentation skills to convey complex information in an organized manner that can be easily understood by audiences with various levels of knowledge and understanding.
- Excellent writing skills to prepare reports, write minutes, prepare articles for the website/newsletter, and prepare correspondence.
- Excellent listening and inquiry skills to understand public and member comments/concerns, understand meeting proceedings, and make notes for follow-up.

ANALYSIS AND JUDGEMENT

- Advanced judgment to make independent decisions and provide appropriate advice to the Registrar and committees.
- Tact, diplomacy, and empathy to provide appropriate responses to registrants and system partners without conveying a personal or College "opinion."
- Discretion to not disclose confidential information or demonstrate personal feelings, maintaining a professional demeanor at all times.
- High levels of political and organizational acuity to distinguish when issues may draw public attention and to ensure that such issues are escalated appropriately to the Registrar.

The College of Dental Technologists of Ontario is an inclusive employer, and accommodations are available under the Ontario Human Rights Code.

To apply, please provide your résumé and a cover letter to info@cdto.ca of no more than 2 pages outlining how your education and experience relate to the criteria in this post. Only candidates selected for an interview will be contacted.

The interview session, if you are selected, will be conducted virtually.