



**Manager of Quality Assurance, Evaluation & Strategic Initiatives
Family and Children's Services of St. Thomas and Elgin
And
Children's Aid Society of Oxford County**

LOCATION: Woodstock and St. Thomas

POSITION SUMMARY

Reporting to the Director of Services at both agencies, this shared management position between the Children's Aid Society of Oxford and Family & Children's Services of St. Thomas & Elgin assumes lead responsibility for the development and implementation of an agency Quality Assurance (QA) framework and promotes a QA organizational culture. The QA manager builds and nurtures effective working relationships with internal and external stakeholders, and works closely with the agency leadership teams. This manager establishes and maintains processes to monitor service quality, organizational functioning and client outcomes, as they are reflected in the agencies' Mission, Vision and Strategic Directions. The QA manager has an advanced understanding of current child welfare policy and practice and has an ability to integrate this knowledge into the development of specific quality assurance and outcome measurement initiatives (qualitative and quantitative), data analysis and reports. He/she is able to convert a wide range of research/evaluation results (including statistical data), into information to support planning and decision-making to improve services to families.

Qualifications include relevant post-secondary education, preferably at the Master's level, such as a degree in social work or social sciences with an emphasis on social science research, performance metrics, and/or evaluation methodologies as well as 3 years of experience in a social service or health setting in a quality assurance role with a preference given to candidates with Ontario child welfare experience.

Applicants require a valid driver's license and must be able to work out of both the Woodstock and St. Thomas offices.

Interested applicants are invited to send a letter and resume by December 8, 2015, to Dorothy Brown at info@casoxford.on.ca

We are committed to a selection process and work environment that is inclusive and barrier free. Accommodation will be provided in accordance with the Ontario Human Rights Code. Applicants need to make any accommodation requests for the interview or selection process known in advance by contacting Human Resources at 519-539-6176 x 370. Human Resources will work with the applicant and the interview committee to arrange reasonable and appropriate accommodation for the interview process which will enable you to be assessed in a fair and equitable manner.

"We thank all applicants however only those selected for an interview will be contacted"