



The Children's Aid Society OF HAMILTON

The Children's Aid Society of Hamilton was established in 1894 as a not-for-profit charitable organization, mandated under The Child and Family Services Act of Ontario, focusing on the well-being and protection of children. Over these years our Society has earned a reputation as a leader in the field of child welfare. The Society is committed to the safety, protection and well-being of children and the strengthening of families, while valuing diversity and promoting equity.

We are currently seeking a skilled and committed individual to join our team as a:

SUPERVISOR QUALITY & ANALYTICS

Full-Time Position

Salary commensurate with qualifications and experience

The Children's Aid Society of Hamilton is seeking a highly motivated and competent individual to join our team as the Supervisor of Quality & Analytics. Reporting to the Manager, Family Services, the Supervisor of Quality and Analytics works collaboratively with Directors in each of the service streams; engages partners to clearly articulate business questions, translate these questions into information needs, and develops solutions and protocols. The Supervisor of Quality and Analytics will provide leadership in the development of policies and programs within the position scope, provide direction in continuous quality improvement, champion the use of data and performance analytics and support the agency's Strategic Plan. The Supervisor of Quality and Analytics acts as a resource to the Board and its Committees.

Major duties include:

- Participates in planning activities including service planning, human resource planning and budget preparation activities that are reviewed in line with Ministry funding allocations.
- Develops a departmental work plan reflecting strategic requirements.
- Draws on systems approaches to design and deploy analytics aligned with Agencies corporate strategies, business and clinical objectives, resources and information systems.
- Learns emerging methodologies and applies them to business problems as appropriate.
- Develops formats and methodology for the auditing and analysis of cases regarding standards, compliance and clinical practice to improve service outcomes.
- Analyzes the results of case audits in conjunction with the Directors of Service, in relation to expected standards and communicates results to senior management, supervisors and front-line staff as required; prepares recommendations for Directors of Service.
- Researches and assists in the implementation of organizational practices which ensures the highest level of accountability.
- Articulates and constantly monitors key metrics of the organization to assess efficiency and effectiveness to ensure the highest level of service is being provided.
- Acts as a resource to any Board Committee or other standing or ad hoc committees on client services, including formal client processes, as required.
- Establishes and maintains highly effective critical relationships and networks with internal and external partners including the OACAS, numerous community and professional agencies and institutions.

The successful candidate must have a PhD or Masters with experience working with relational database, XML and related technologies such as Microsoft SQL Server, Microsoft Access, SQL Reporting Services/Crystal Reports and SPSS, with demonstrated experience in conducting empirical research studies is preferred; thorough knowledge of relevant legislation, legal processes and Ministry reporting requirements; demonstrated knowledge of management theory and techniques, human resources practice and financial administration; demonstrated knowledge and experience in project planning, management and delivery; superior written and verbal communication skills, with ability to prepare reports,

policies and procedures. The successful candidate must have strong analytical and problem-solving skills and proven ability to complete projects.

All employees of the Society are expected to demonstrate respect, empathy, and accountability to the children and families we serve and each other, and to attend work regularly as regular attendance is critical to maintaining the highest quality and level of service expected in delivering care to the children and families of our community.

Interested applicants should submit a current resume to Human Resources
Email: careers@hamiltoncas.com or Fax: (905) 522-1089

We thank all applicants for their interest in the Children's Aid Society Of Hamilton, however we will only contact those selected for an interview.

Applicants who require accommodation due to disability during the selection process must notify HR when contacted for an interview.

The Children's Aid Society of Hamilton is dedicated to building a workforce that reflects the diversity of the community in which we live and serve. The Society encourages applicants from all qualified individuals. Applicants that may require accommodation due to disability during the selection process must notify HR when contacted for an interview.