



QUALITY ASSURANCE COORDINATOR (12 month contract – renewable)

Jewish Family & Child is a multi-service, client-centered agency, and a Children's Aid Society supporting the healthy development of individuals, children, and families; we are seeking a dynamic and experienced professional to join our team, in the role of **Quality Assurance Coordinator**.

The successful candidate will be responsible for:

- Assisting in various Ministry, funder, and Agency based quality assurance activities (e.g., child welfare audits for the Quality Improvement Plan) related to performance standards, legislative compliance, accountability and outcome measurement
- Assisting in compiling and tracking results from quality assurance processes
- Working with the Manager of Research and Evaluation and the Manager of IT to create data workflow outside of CPIN (Child Protection Information Network) to ensure reporting abilities remain intact
- Participating in research and evaluation activities as required. This may include, but is not limited to, research and evaluation planning, ethics applications, participant recruitment, data collection, data analysis, report writing, knowledge dissemination activities, reviewing external requests for research participants and/or partnerships, and sitting on relevant committees
- Planning and conducting internal audits
- Assisting in maintenance of Council on Accreditation (COA)'s Performance and Quality Improvement (PQI) standards, including ongoing quality assurance, risk management, client case file maintenance and audits, and staff training and orientation
- Performing other duties as assigned

Qualifications:

- Post-Secondary degree/diploma in a related human services field
- Knowledge and experience in applying research methods
- 3-5 years related quality assurance experience in a non-profit social service setting
- Minimum 3 years' experience managing multiple databases
- Proficiency in Microsoft Office package
- Experience working with SPSS
- Experience with SurveyMonkey
- Experience performing internal audits will be considered as an asset
- Experience in Child Welfare will be considered an asset

If you are interested in applying, please submit your cover letter and resume to Human Resources at resumes@jfandcs.com no later than Friday September 23, 2016

Please reference, **Quality Assurance Coordinator**, in the subject line.

Jewish Family & Child is committed to the principle of equal opportunity in employment.

We thank all applicants for their application and interest;

however, only those considered for an interview will be contacted.

No agencies please.

To learn more about Jewish Family & Child, please visit: www.jfandcs.com