

Job Posting – Supervisor of Quality Assurance

One year contract, 1.0 FTE

Posting date October 16, 2017

The Supervisor of Quality Assurance is responsible for the development, implementation and evaluation of continuous quality initiatives throughout the Agency including outcome measurement, data management, compliance and internal reporting, and analysis.

This position has the responsibility for the collection, evaluation, preparation and dissemination of statistical and performance data relative to the agency and will support and facilitate quality improvement initiatives such as program evaluation, client/stakeholder feedback, accountability mechanisms including internal and external reviews, research, agency policies and procedures and related staff instruction. This position will play a critical role in providing quality information services to meet the growing requirements for data, statistics, business insight and intelligence to support the vision and mission of the Agency for strategic decision making and to support operational reporting for service model delivery.

Additional Information:

For a full job description, please visit our web site at www.fcsrenfrew.on.ca/careers

We are looking for one full time employee for 12 months with a possibility of extension.

Family and Children's Services of Renfrew County is committed to providing a barrier free workplace. Accommodations are available upon request for candidates taking part in all aspects of the selection process.

We thank all candidates for their interest; however, only those considered for an interview will be contacted.

Contact Information:

Please submit your resume and cover letter to careers@fcsrenfrew.on.ca and reference "Quality Assurance" in the subject line.

You can also apply directly to:
Human Resources Coordinator
Family and Children's Services of County of Renfrew
77 Mary Street, Suite 100
Pembroke, ON K8A 5V4



Supervisor of Quality Assurance

Department: Quality Assurance
Reports to: Director of Services
Location: 77 Mary St. Pembroke

POSITION SUMMARY:

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GENERAL RESPONSIBILITIES:

- Assist in ensuring operationalization of the Agency's strategic plan in service planning and continuous quality improvement initiatives.
- Participate in the development of the annual service plan and report to stakeholders on the status of the plan.
- Represent the Agency's interests in local, regional and provincial projects, in keeping with its strategic goals.
- Promote agency-wide continuous quality improvement by assessing processes and making recommendations for improvements to enhance efficiency, effectiveness and productivity consistent with the agency's goals, values and vision.
- Participate in the development of Agency desired outcomes and outcome measurement tools.
- Provide expertise in the areas of research and program evaluation.
- Coordinate with other departments as necessary to efficiently and effectively summarize data to fulfil various external requirements including, but not limited to, Ministry reports, Accountability and Performance Indicators.
- Make recommendations for the improvement and modernization of information management strategies to evolve more robust collection, analysis and reporting capabilities for the Agency.

- Contribute to the design and development of business and information systems and processes optimizing the use of technology and increasing the capacity and capabilities of Agency staff to efficiently process information
- In collaboration with other Agency staff, assist and support consistent and reliable guidelines, standards, tools and services for data analysis, design, modeling, management, delivery and reporting of organizational data.
- Review, assess and/or provide input into policy, programs, organizational efficiency and effectiveness, front line and back office services, with the goal of best meeting the needs of the organization and its stakeholders.
- Represent the Agency at OACAS other external meetings including joint community committees and serve as a credible and effective spokesperson and representative for the Agency.
- Provide resources and recommendations to management staff in developing and implementing client feedback processes.
- Interact with Agency employees, vendors, representatives from the Ministry and other societies in a manner which reflects the values of the Agency and fosters a positive experience through engagement, credibility and integrity.
- Demonstrate support for colleagues, deliver results, continuously improve, set high performance expectations and remain accountable for results. Meet and deliver on the high quality demands for product and service delivery at all times.
- Engage in ongoing personal and professional development and demonstrate an awareness of personal strengths and opportunities for development.

PERFORMANCE INDICATORS:

- Provide leadership to the Agency's quality assurance program by reviewing, updating, and communicating the Agency's Quality Assurance Framework.
- In collaboration with the Executive Lead Team, analyze and develop service and financial targets that reflect accountability to funders.
- Audit the content and processes in place by which key statistical information is accumulated and reported from various Agency databases and sources to Agency decision makers and stake holders.
- Prepare various reports, analyses, environmental scans for Board, Executive Lead Team, Management, and other stakeholders
- Prepare reports relating to outcomes, service activity and clients including analysis summaries, action plans, and/or recommendations.
- Prepare reports and other materials using expert knowledge of visual presentation techniques including charting, graphing, histograms, flow charts, process mapping, etc.
- Employ multiple statistical techniques and applied mathematics in collecting and interpreting quantitative data and use relevant business metrics, analyses, and reports to measure, monitor, and improve performance.

KNOWLEDGE & SKILL REQUIREMENTS:

- Masters is preferred in Social Work or another discipline related to the position. Consideration will be given to suitable combinations of education and experience.
- Minimum 10 years' experience in senior role in child welfare or developmental services

service delivery

- Demonstrated excellence in coaching, team building and utilizing solution focused approaches
- Demonstrated knowledge of project management and quality assurance
- Certification in a formal, recognized quality assurance program considered an asset
- Strong analytical skills, critical thinking, and attention to detail are important for this position.
- Preference will be given to bilingual candidates.

Salary Grid: Supervisor II