



Native Child and Family Services of Toronto

Native Child and Family Services of Toronto is an Indigenous, community controlled multi-service agency. Our mission is to provide support, ensure safety and enhance the quality of life for Indigenous families, children, and youth within the greater Toronto area. Our agency works within a holistic framework, which builds on individual and family strengths, and engages clients as partners in identifying issues and their solutions.

Manager, Quality Assurance and Decolonization Outcomes Measurement

Classification: Regular Fulltime Location: 30 College Street, Toronto
Hours: 35 hrs/wk.

Position Summary

The time for decolonizing Aboriginal child welfare and support services through innovative, evidence-based Indigenous knowledge, values and practice is now. Native Child and Family Services of Toronto is at the forefront of re-designing Aboriginal child welfare with the community for the community. Our work is grounded in a service model developed through ceremony, and responsive to the diverse concrete and cultural needs of Aboriginal children and families in Toronto.

The Manager, Quality Assurance and Decolonization Outcomes, will be responsible for the planning, development, management and implementation of a Quality Assurance and Decolonization Outcomes Measurement Program across NCFST. This will include monitoring and evaluating compliance with the legislated work of child welfare; monitoring and evaluating our degree of success in achieving the cultural expectations of the agency; and monitoring and evaluating processes of decolonization and indigenization and their associated outcomes across all program and services areas of NCFST.

Additional responsibilities include providing early identification and effective management of critical service issues facing the Agency, providing input into sound management information systems, and working collaboratively with Agency staff to lead new initiatives associated with both new directions and best practices.

Major Responsibilities

- Provides consultation and leadership to management staff by ensuring the utilization of a consistent project planning approach and program evaluation frameworks;
- Supports the development of the Agency strategy, action plans and balance scorecard;
- Develops a Quality Assurance, Performance Assessment, and Decolonization Program for the purpose of assessing the quality of practice and service and identifying areas for continuous improvement;
- Develops tracking and reporting mechanisms consistent with the Ministry's performance indicator system and reporting formats and templates to funders to ensure the required information is collected and reported in a timely manner. Analyse data and problem solve for incorrect or unusual information and /or results;
- Plans, implements, and monitors a system of regular service audits ensuring NCFST is providing service in a matter consistent with its cultural objectives, adherence to key social work principles of practice and funder expectations, as well as supporting the data integrity of NCFST's case management system;
- Provides leadership and support to staff in ensuring adherence to expectations and standards regarding data input and management by increasing their awareness and knowledge of service performance and compliance with standards;
- Conducts evaluations into the effectiveness of new and existing service programs and level of staff utilization. Promotes remedial strategies as needed;
- Prepares reports to the Executive Director, and/or Board of Directors as required, on matters related to service volumes, decolonization and other quality assurance related data;
- Manages and coordinates quality program activities within the agency;
- Produces an annual Quality Assurance and Decolonization Outcomes Measures Work Plan and related reports;
- Collaborates with members of the Senior Leadership Team and recommends changes in policy and procedures, aimed at improving the quality and effectiveness of services;
- Provides forecasts and analysis of both residential and non-residential service volumes and trends, as well as issues and challenges confronting clients served in prevention services;
- Undertakes specific time limited developmental projects related to data management, program effectiveness, and service development;
- Identifies trends affecting the Agency;
- Establishes and maintains links with external bodies including funders, research units, and other Societies regarding issues in common and participates in strategies to address common concerns;
- Other duties as assigned.

Qualifications

- BSW or social sciences degree with a focus on clinical, research and administrative (i.e. planning, Q/A) studies plus several years experiences in the child welfare environment or an equivalent combination of formal training and experience.
- Experience/knowledge of various software and QA measurement tools
- Knowledge of quality assurance and quality improvement theory, principles and practices.
- Knowledge of auditing practices to assist and carry out service, funding and system audits.
- Knowledge of the historical and current Aboriginal context
- Knowledge of best practice standards in case management as it pertains to child welfare and children's mental health from an Indigenous perspective.
- Strong knowledge of software QA methodologies, tools and processes
- Experience in writing clear, concise and comprehensive test plans and test cases
- Hands-on experience with automated testing tools
- Evidence based Indigenous practice and research methodologies and theoretical frameworks.
- Knowledge of key research that should be drawn upon to influence the shape of the service provided.
- Must be able to present ideas clearly and effectively verbally and in writing
- Must be able to communicate clearly and effectively with a wide range of stakeholders, including, Executive, senior managers, clients, staff, and other
- Must have the confidence and ability to challenge managers regarding case decisions and quality of work
- Must have the ability to recognise the strategic context of the role and be able to work across organisational, professional and functional boundaries.
- High level of skill and ability in working with colleagues at all levels in a wide range of services and organisations including service users and their families.
- Must be self-motivated and able to motivate others.
- Must be able to plan and prioritise workloads in order to meet strict deadlines.
- Must be able to collate, analyse and present complex data from a variety of sources for a wide range of stakeholders.
- Must be able to use IT to develop audit tools, quality assurance processes, collate data and write reports.

Desirable

- Change Management
 - Skills in change management and able to recognise what needs to change to improve services and outcomes and how such change can be delivered.
 - Ability to provide guidance and support to the service as a whole in relation to audit and quality assurance. Management
 - Have managed staff from a variety of backgrounds with varying levels of knowledge and expertise to ensure that statutory and internal obligations are met.
 - Quality Assurance Skills
 - Skills in developing and implementing a range of audit and quality assurance tools and processes to monitor children's services., databases, etc
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If you are interested in this job opportunity, please apply by email on or before **October 29, 2018** hrrcfst@nativechild.org quoting reference number **#18-10-09**

NCFST is committed to staffing a workforce representative of the Indigenous population we serve. We encourage First Nation, Metis and Inuit applicants to apply and please self-identify in their cover letter.

We are committed to providing a barrier-free work environment in accordance with the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code. As such, NCFST will make accommodations available to applicants with disabilities upon request during the recruitment process.

We thank you for your interest, however, only those applicants selected for an interview will be contacted.