



Manager, Quality Assurance & Outcomes Measurements

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 **Manager, QA & Outcome Measurements** to join our team.

IN THIS ROLE YOU WILL.....

- ❖ Implement evidence-informed, outcome-based Child Welfare practices by collaborating with all service managers to mentor front line staff on the value of evidence-informed, outcome based practices
- ❖ Assume primary responsibility for running reports through CPIN (Child Protection Information Network) for the purposes of conducting quarterly Quality Improvement Reports (QIPs) and for understanding our trends with Child Welfare.
- ❖ Assume primary responsibility for developing systems that support Agency compliance with all relevant accreditation standards, including the Council on Accreditation (COA), HPCO (Hospice Palliative Care Ontario).
- ❖ Develop tracking and reporting mechanisms consistent with the Ministry's Performance Measurement & Management Project (PMMP) within Child Welfare.
- ❖ Assume primary responsibility for overseeing and undertaking, as required, a range of Ministry- and Agency-based audits related to performance standards and legislative compliance.
- ❖ Ensure the integrity and quality of administrative data through knowledge of specified requirements and definitions, the identification of potential sources of errors, determination of quality, evaluation of impact and the development and implementation of recommendations.
- ❖ Facilitate the development of and participates in research studies with Agency staff and with external researchers.
- ❖ Develop and implement support strategies to address areas of concern arising from the audits.
- ❖ Perform other duties as assigned

QUALIFICATIONS:

- ❖ Master's in Psychology, Social Work or other Human Service field.
- ❖ 3-5 years directly related experience in a progressive managerial position or above in family service or Child Welfare (or both)
- ❖ Previous use of CPIN reports for the preparation of QIPs considered an asset.
- ❖ Advanced knowledge in program evaluation, statistics and research design, quality assurance and outcome measurement processes.
- ❖ Demonstrated capabilities with respect to data management, statistical reporting, trends analyses and professional report preparation and presentation.
- ❖ Excellent computer skills including a working knowledge of evaluation and research software (e.g. SPSS, Endnote, MS Office applications).
- ❖ Experience in case management, services systems, research, evaluation, and continuous quality improvement.

If you are interested in applying for this position, please submit your résumé and cover letter to resumes@jfandcs.com by November 30, 2018. This position will remain active until it is filled.

Jewish Family & Child is committed to the principle of equal opportunity in employment. Accommodations during all phases of the hire process will be made wherever possible. Please advise us if any accommodations are required. We thank all applicants for their interest; however, only those considered for an interview will be contacted.

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