



Dnaagdawenmag Binnoojiiyag
CHILD & FAMILY SERVICES

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Child & Family Services
517 Hiawatha Line
Hiawatha First Nation, ON
K9J 0E6

Employment Opportunity

Quality Assurance Specialists - Whitby

Purpose of the Position:

Reporting to the Quality Assurance Manager, the Quality Assurance Specialist is responsible for working as part of a Quality Assurance team to provide Quality and Process Improvement support for the organization. The Quality Assurance Specialist will work with all levels of the organization, and external organizations as needed. The incumbent will support the design, implementation and on-going support of the agency's quality assurance systems to ensure compliance with best service practices.

Responsibilities:

- Promote data integrity, using reports and inspections, to monitor agency data for completeness and accuracy.
- Respond to regular and adhoc Ministry/OACAS audits and reports.
- Create audience appropriate reports and dashboards to summarize and disseminate information.
- Set up and perform audits to ensure compliance to policies and standards, and provide recommendations for improvements.
- Support Ministry led audits, including preparation and follow up activities.
- Assist in the design of evaluation instruments and systems necessary to complete program evaluations, including assessment of the effectiveness of program delivery and the appropriate placement of the programs within the Agency.
- Assist in defining and supporting the Quality Assurance Team work plan.
- Assist with CPIN deployment and sustainment within the Agency. CPIN is the province wide case management tool for child wellbeing.
- Assist with the tracking, monitoring and reporting of agency initiatives based on leadership defined priorities.
- Collaborate with the Community Navigators who are part of the Quality Assurance team and have responsibility to liaise with the First Nation, Metis and Inuit organizations we serve.
- Attend external meetings and conferences to network with other agencies or partners.

Preferred Requirements:

- College diploma or University degree in related field.
- Strong computer skills in Microsoft Office products (Excel, Word, PowerPoint, Visio)
- Demonstrated problem solving, analytical, organizational, and planning skills.
- Experience in or aptitude to learn data reporting and visualization tools such as Tableau, Power Bi and Cognos.
- Ability to remotely work with staff using tools such as Skype and GoToMeeting.

- Familiarity with the design of surveys, and the use of survey tools.
- Superior customer service skills and ability to work with people having different job responsibilities and skill levels.
- Excellent written and verbal communication skills.
- A solid understanding of and sensitivity to the experiences of First Nations and Indigenous peoples in Canada, and the impact of the legacy of Residential Schools and the “Sixties Scoop” upon them is essential.

Knowledge Requirements:

- Work well in a fast-changing environment with continued attention to detail and quality.
- Work involves tight deadlines, and conflicting demands.
- Work requires a team player with ability to work collaboratively and independently in a dispersed team environment.

Ability Requirements:

- The employee is required to acquaint himself/herself with all laws, rules, regulations, policies, and procedures, as well as the Regional Protocol, which impact on his/her specific responsibilities. We undertake to make decisions, as required, which are consistent with these and then to act in a manner which affords them consistent and meaningful effect.
- The employee is required to provide a safe vehicle for use on the job, and also provide DBCFS with evidence of your valid Ontario Driver’s License and of liability insurance coverage for at least \$2,000,000.00.
- Ability to provide an acceptable Driver’s Abstract.
- Ability to provide an acceptable CPIC with VPSS.

Starting Salary: \$63,000 - \$75,931.00 based on qualifications and experience

Closing Date: Open until filled.
Only those selected will be contacted for an interview.

For Application to be considered please submit:

- Application for Employment - available at www.binnoojiiyag.ca
- Cover letter, Resume and 3 work references

Careers: Recruitment Coordinator
Dnaagdawenmag Binnoojiiyag Child & Family Services,
517 Hiawatha Line,
Hiawatha First Nation, ON K9J 0E6
Fax: 705-295-7137
Email: careers@binnoojiiyag.ca

Notes:

1. Persons of First Nations, Inuit and Metis ancestry and members of DBCFS First Nations are encouraged to apply.