



## Employment Opportunity – Manitoulin Location

Kina Gbezhgomi Child and Family Services (KGCFCS) is a designated Child Welfare Service delivering Child Protection Services within seven member First Nations in the Districts of Sudbury and Manitoulin. KGCFCS honours and supports our families' and community's inherent authority to care for their children based on unity, traditions, values, beliefs and customs.

### EMPLOYMENT OPPORTUNITY

# QUALITY ASSURANCE MANAGER

(1) CONTRACT POSITION – UP TO 18 MONTHS

LOCATION: MANITOULIN OR SUDBURY

#### OVERVIEW:

The Quality Assurance Manager is responsible under the supervision of the Executive Director. The QA Manager is responsible for managing and facilitating improvement initiatives including program development, system improvement, outcome evaluation, funding submissions, service audits, training and achievement of agency vision, mission, service principles, strategic planning and agency operational plan.

#### QUALIFICATIONS:

##### Education and Experience

- University Degree in social services, business/commerce or equivalent.
- Minimum of three (3) years of service and management experience preferably in the child welfare or non-profit sector.
- Experience in the delivery of First Nation Child and Family Services is an asset.

##### Knowledge, Skills and Abilities

- Good understanding of the agency's values, service philosophy and objectives.
- Applied knowledge in business analysis, statistics, research design, program implementation, and evaluation.
- Knowledge of quality assurance and quality improvement.
- Knowledge of auditing principles/practices and proposal writing.
- Ability to coach or mentor staff and provide critical feedback regarding work performance.
- Ability to perform under pressure with demonstrated time management skills.
- Demonstrated ability to provide training to various internal and external groups and facilitate the transfer of learning.
- Demonstrated ability to work effectively both independently and within a team.
- Demonstrated critical thinking, analytical, decision making, problem solving, planning and priority-setting skills.
- Demonstrated interpersonal and collaboration skills to coordinate effectively with a broad variety of agency departments, staff members, management and community collaterals.
- Ability to maintain the appropriate safeguards for the confidentiality of Agency and client information.
- Knowledge and proficient competence of computer software e.g. Microsoft office, Frontline.
- Good understanding and awareness of community services and resources.
- Ability to exercise mature and professional judgement in conflict and stressful situations.
- Possess knowledge, respect and sensitivity to Anishinabe culture and be committed to helping First Nation families strengthen and achieve a healthy level of well-being.
- The ability to speak Anishinaabemowin is an asset.
- Must demonstrate excellent communication-written and oral skills.
- Must be able to work flexible hours as required.
- Must have a valid driver's license and possess own vehicle.
- Must be willing to authorize a "Criminal Record Search with Vulnerable Sector Screening" and sign a "Declaration of Confidentiality"

PLEASE REVIEW THE FULL JOB DESCRIPTION AND QUALIFICATIONS ON OUR WEBSITE [www.kgcfcs.org/employment](http://www.kgcfcs.org/employment)

## DEADLINE: THIS POSITION IS OPEN UNTIL FILLED

Applicants are encouraged to visit our website at [www.kgcfcs.org/employment](http://www.kgcfcs.org/employment) to review the full job description.

Please submit your application marked with preferred location of Sudbury or Manitoulin "Confidential: Quality Assurance Manager". Application must include a cover letter, resume, and (3) three reference letters - two (2) employment related from recent employers. Please also detail in your application: education, employment experience, cultural participation and volunteerism.

Applications are accepted UNTIL POSITION FILL via regular mail, in person or email at:

Human Resources  
Kina Gbezhgomi Child and Family Services  
Main Office - 98 Pottawatomi Avenue,  
Wikwemikong, Ontario P0P 2J0  
Email: [hr@kgcfcs.org](mailto:hr@kgcfcs.org)

KGCFCS services is based on a highly specialized approach to the delivery of child welfare in our area. Preference will be given to Anishinaabe candidates (please self-identify). Miigwech for your application, however, only those candidates selected for an interview will be contacted. As a condition of employment, the successful candidates will be required to submit the following: satisfactory Criminal Reference Check (within 3 months of SUBMISSION date), Vulnerable Sector Check and Driver's Abstract.