

**YORK REGION CHILDREN'S AID SOCIETY**

16915 Leslie Street  
Newmarket, ON L3Y 9A1

**POSTING # 2021-22**

May 13, 2021

Applicants are now invited for the permanent position of:

**QUALITY IMPROVEMENT SPECIALIST SUPERVISOR**

**PUPOSE OF POSITION:**

Reporting to the Manager of Service Excellence, the Quality Improvement Specialist is responsible for leading and supporting development, implementation and adaptation of the agency's quality improvement framework based on agency strategic goals and directions and sector changes, and for promoting an agency culture of continuous quality improvement by promoting, organizing, implementing, and reporting on a variety of on-going quality assurance and quality improvement initiatives across the agency.

**MAJOR RESPONSIBILITIES:**

- leading and working with groups to develop plans for improvement with standards, compliance and case auditing processes and other monitoring activities
- leading and working with groups to develop methodologies for program review, evaluation and outcome measurement, and stakeholder feedback initiatives
- developing and maintaining an organizational performance dashboard including overseeing the collection and analysis of quantitative and qualitative data and reporting to relevant stakeholders, internal and/or external, as well as the Board of Directors
- develop and/or contribute to analysis and reporting systems for findings of quality assurance activities (e.g. client complaints, service reflections) and mandated quality and compliance related activities (e.g. Ministry SQIP, Ministry Reviews, Information and Privacy Commission etc.)
- develop and lead a quality/risk committee, aligned with the quality related committee of the Board of Directors as appropriate, to achieve the agency goals
- participate in provincial working groups and community groups as applicable
- develop and implement QA data collection tools and mechanisms, conducting, and effective use of data analysis to meet the goals of various stakeholders and the agency overall.
- lead process improvement activities to create efficiencies and efficacies
- provide expertise in the areas of quality improvement and accountability measures, including program evaluation, and supporting management in the ongoing implementation of quality improvement projects and the agency's accountability initiatives.
- provide supervision to assigned staff including the Service Operations Analyst, and manage in a manner that motivates, guides and directs employees to the realization of York CAS values, goals, objectives and performance expectations

- leading and/or acting as a resource to projects, committees, agency initiatives as applicable
- acting as a resource to the Board of Directors and committees as needed
- act and contribute as a member of the management team
- other duties as assigned

### **QUALIFICATIONS:**

- A combination of education and experience in both human services (preferably child welfare) and quality improvement (total quality management, CQI/Evaluation) as follows:
  - University or college education related to human services and/or quality management/improvement with a minimum of five years' public sector experience
  - Project management experience is an asset
- Strong skills in administrative data analysis
- Strong skills in quantitative and qualitative research/ evaluation techniques.
- Knowledge and experience in change management and project management
- Excellent written and verbal communication skills
- Strong computer skills, and including a working knowledge of SPSS
- Demonstrated competence in organizational and administrative skills
- General knowledge of the field of Child Welfare
- Strong knowledge and understanding of anti-racism, anti-black racism, anti-indigenous racism, systemic oppression and history and legacy of colonization on racialized and equity-seeking communities and commitment to diversity, equity, and inclusion
- The ability to transform quality concepts into useful and effective applications tailored to target users
- High degree of initiative, able to self-start in the role and operate with a high degree of autonomy, and enjoys creating and implementing new initiatives
- Excellent interpersonal skills with a successful track record of establishing and maintaining working relationships at all levels in an organization.
- Ability to excel in a fast-paced environment and ability to anticipate quality related needs of the organization.
- Demonstrated creativity, innovative thinking, and enthusiasm
- Must be able to perform job duties in a hybrid working environment
- Bilingualism in French is an asset

**PAY GRADE:**                9                (\$88,154.16 - \$111,744.69)

**HOURS OF WORK:**    33.75 Hours per week

Candidates that meet the qualifications are welcome to apply and should do so in writing to [human.resources@yorkcas.org](mailto:human.resources@yorkcas.org). Position will remain open until filled. **Please quote job posting #2021-22.**

We appreciate all applications received. All communications will be held in strict and professional confidence. Only those candidates selected for an interview will be contacted. We thank all applicants for their submissions. At the request of the candidate, post interview feedback will be provided verbally at the end of the recruitment process, at a mutually agreeable time.

**Anti-Oppression/Anti-Racism at York Region Children's Aid Society**

YRCAS is committed to having a workforce that is reflective of the diversity of York Region and strongly encourages application from all qualified individuals, especially those who can provide different perspectives and contribute to a further diversification of ideas.

**Accommodation at YRCAS**

We are committed to a selection process and work environment that is inclusive and barrier free. Accommodation will be provided in accordance with the Ontario Human Rights Code. Applicants that may require accommodation during the selection process are encouraged to notify the Human Resources Department when contacted for an interview. Human Resources will work together with the hiring committee to arrange reasonable and appropriate accommodation for the selection process which will enable you to be assessed in a fair and equitable manner.