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## Career Opportunity - Management Category

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### QUALITY ASSURANCE AND RESEARCH COORDINATOR

Management Job Class

Permanent

\$95940.41 - \$114804.09



The Catholic Children's Aid Society of Toronto has a **permanent opportunity** for a **Quality Assurance and Research Coordinator**. This position, under the guidance and direction of the Manager, Quality Assurance and Outcomes Measurement, will work across the organization to coordinate, support and conduct program development, implementation and evaluation initiatives, along with a variety of analyses and continuous improvement activities and projects.

As a Quality Assurance and Research Coordinator, you have a proven track record in research/evaluation in a social service setting, and experience working with both qualitative and quantitative data and methods. You will use your skills and knowledge to support all departments at CCAS and manage several projects simultaneously. You are able to work independently as well as with a diverse team (both internal and external to CCAS). The successful candidate will have demonstrated experience in turning data into information and knowledge and have an aptitude and desire for continued learning in these areas. You will utilize your skills to build capacity in the organization for evidence-informed programming and a commitment to continuous improvement to achieve the best possible outcomes for our children, youth and families.

#### Duties Include:

- Designs, conducts and implements research, evaluation and continuous quality improvement initiatives across all areas of the agency
- Prepares research and evaluation materials such as proposals, research/evaluation plans, logic models, outcome frameworks, surveys, consent forms, etc., for internal initiatives and external projects/partnerships
- Works closely with Information Technology staff to extract and create relevant datasets using child welfare administrative data and other data sources
- Engages with program leads to build capacity for program development/design, implementation and evaluation in our service staff
- Works with a range of key stakeholders in all aspects of the work (e.g., agency staff and managers, service users, students, community partners, etc.) to move the agency towards a collaborative, partnership-focused approach to program development and research/evaluation
- Designs and implements knowledge mobilization plans and strategies within the organisation and with external partners to share results of analytics, research and evaluations with a focus on knowledge to practice and research to policy
- Contributes in the development of RFPs, grants, and new project proposals
- Produces various professional reports, papers, and presentations for multiple audiences including staff, senior management and the Board
- Conducts ongoing analyses of service and program data to measure mission-critical outcomes for children and families served by CCAS;
- Supports the agency planning process through contribution to an annual environmental scan;



- Supports a culture within the agency of learning and curiosity, including the use of evidence-informed program development and practice;
- Develops and implements quality improvement strategies in collaboration with service areas to address areas for improvement arising from audits
- Maintains and develops a level of personal expertise with continuous quality improvement, research and evaluation concepts and methods;
- Develops partnerships and participates with academic, professional and government institutions to promote child welfare through joint ventures in research, program evaluation, publication and/or presentation of relevant findings;
- Works in a safe manner in accordance with the Society's Health & Safety Policies and procedures and all relevant legislation;
- Other related duties as required.

#### **Qualifications Required**

##### **EDUCATION**

- Masters or PhD in social work, psychology, social sciences or related field, or equivalent qualification and experience;
- Minimum 5 years professional experience working in successively responsible positions.

##### **THEORY AND TECHNICAL**

- Experience developing programs and conducting program evaluations is essential
- Excellent knowledge of research/evaluation design and methods, both quantitative and qualitative; a proven track record in conducting qualitative research/evaluations is considered an asset
- Experience in and sound knowledge of quality assurance methodology and continuous quality improvement theory and methods;
- Experience working with Implementation Science frameworks
- Demonstrated capabilities in data management, dataset construction, and statistical analysis, including multi-variate techniques
- Proficiency with at least one statistical package such as SPSS, and experience with qualitative software (e.g., NVIVO, MAXQDA)
- Proficiency with data visualization techniques; experience with Tableau and/or Power BI is a strong asset
- Familiarity with online survey applications such as Survey Monkey, RedCap or Microsoft Forms
- Proficiency with Microsoft Office applications, including Word, PowerPoint and Excel;
- Knowledge of or interest in learning the theory, practice and current issues facing the social work profession within a child welfare context;
- Excellent knowledge of or capacity to learn relevant legislation and ministry reporting requirements that govern the Society's work;
- Demonstrated ability in project management and ability to maintain standards with competing deadlines.

##### **COMMUNICATION, PROBLEM SOLVING, INNOVATION AND COOPERATION/TEAMWORK**

- Demonstrated commitment to Anti-Racist, Anti-Oppressive values and principles, and how they apply to research, evaluation and working relationships within the organisation
- Demonstrated skills in effective written and oral communication; seeks other opinions/feedback and exercises a professional approach when communicating;
- Demonstrated interpersonal skills; understands and shows respect for others' values and opinions;
- Strong planning, coordination, and time management skills to effectively support regularly scheduled and targeted audit, program evaluation, analysis and service planning activities;

- Demonstrated ability to anticipate problems and assess how a problem and solution will affect others;
- Ability to challenge conventional practices; adapts established methods for new uses and pursues ongoing system improvements;
- Demonstrated ability to work harmoniously with others to get the job done; shares critical information with those involved in projects;
- Ability to build, inspire and motivate project teams;
- Ability to work both independently and in a team context.

Interested applicants should email their cover letter and resume to:  
[hrs@torontoccas.org](mailto:hrs@torontoccas.org)

**Internal Closing Date: October 14, 2021 at 11:59PM**  
**External Closing Date: October 25, 2021 at 11:59PM**

*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.*

*CCAS is committed to a selection process that values equity, diversity, and inclusion and also reflects the community serves.*

#### **Anti-Oppression/Anti-Racism at CCAS**

*CCAS is committed to having a workforce that is reflective of the diversity of the City of Toronto 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 CCAS**

*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 need to make any accommodation requests for the interview or selection process known in advance by contacting the Human Resources Department at 416-395-1500. 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.*