
JOB TITLE: QUALITY ASSURANCE COORDINATOR

PROBATIONARY PERIOD:

Six months to be evaluated by the supervising Manager

LENGTH OF CONTRACT: Twelve (12) Month Full -Time Contract

DESCRIPTION:

Under the supervision of the Manager of Organizational Effectiveness and Privacy, the Quality Assurance Coordinator provides support to ensure that accurate and timely statistical information is prepared and distributed to relevant personnel. The incumbent will identify, prepare and assist with the implementation of the agency's quality assurance and quality improvement systems to ensure compliance with the best service practices.

This position requires a deep understanding of current child welfare policy and practice and has an ability to integrate this knowledge into the development of specific quality assurance and outcome measurement initiatives (qualitative and quantitative), data analysis and reports. They are able to convert a wide range of research/evaluation results (including statistical data), into information to support planning and decision-making to improve services to families.

DUTIES & RESPONSIBILITIES:

- Assisting in various Ministry, Funder, and Agency based activities related to Legislative compliance and accountability.
- Completing and/or maintaining reports, statistics and/or correspondence in accordance with Agency policies, procedures, and guidelines along with Ministry and legislated regulations and requirements.
- Assisting in compiling and tracking results from quality assurance processes.
- Planning and conducting internal audits within the Child Protection Information Network (CPIN) to prevent and detect unauthorized access.
- Supporting the Agency in fulfilling its obligations related to Part X requirements, including but not limited to: supporting containment, notification, and remediation processes related to privacy breaches, and statistical tracking for submission to the Information and Privacy Commissioner of Ontario.
- Supporting the development and revision of Agency Policies and Procedures
- Participating in research and evaluation activities as required, including but not limited to: research, evaluation planning, data collection, and data analysis.
- Developing internal data tracking system
- Assisting in maintenance of Quality Improvement.
- Examination of Statistics for accuracy and updating.
- Performing all other duties as assigned.

QUALIFICATIONS REQUIRED:

- Post-Secondary degree/diploma in Business Administration, Information Systems or related Human Services field.
- Knowledge and experience in applying research methods.
- 3-5 years related quality assurance experience in a non-profit social service setting.
- Minimum 3 years' experience managing multiple databases.

- Proficiency in Microsoft Office Suite.
- Experience working with SPSS and/or advanced excel skills.
- Excellent oral and written communication skills.
- Excellent organizational skills and ability to maintain up-to-date records.
- Proven ability to work as an integral member of a team
- Valid driver's license in good standing and available vehicle

Preference will be given to candidates that have:

- Experience performing internal audits
- Experience working with IBM Cognos
- Previous experience in the Child Welfare sector

This position is outside of the bargaining unit.

If you feel you have the passion and skill set that would help to advance the purpose of both The Children's Aid Society of Oxford County, we look forward to hearing from you! Please submit your resume and cover letter by no later than **4:00pm by October 29, 2021** to hr@casoxford.on.ca.

We thank all applicants for their time in submitting their resume, but due to the high volume of applicants, only those considered for interviews will be contacted.

The Children's Aid Society of Oxford County is dedicated to building an organization that reflects the diversity of their residents and the communities they serve. This includes diversity in languages spoken, culture, race, sexual orientation and gender identity.

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. CAS Oxford will arrange reasonable and appropriate accommodation for the selection process, enabling you to be assessed fairly and equitably.

Please include Quality Assurance Coordinator in the subject line.

No phone calls please!