

JOB OPPORTUNITY

Human Resources Department

POSITION: MANAGER, QUALITY ASSURANCE

REGION: Corporate Services

Community Living Toronto, one of the largest agencies of its kind in North America, is a dynamic innovative organization committed to a vision of promoting a welcoming community. As a leader in the field, Community Living Toronto offers supports to over 6,000 individuals within an intellectual disability as well as support to their families, including residential and day support, assistance with employment, community support, early childhood services and respite.

QUALIFICATIONS:

Graduate degree in Social Services or health or equivalent, required. ASCC Certified Quality Engineer/ Certified Auditor, Certified Quality Manager preferred. Minimum of 5 - 7 years direct related experience within a community, social services or developmental services setting allowing for an in-depth understanding of provincially mandated Quality Assurance Measures (QAM). Excellent working knowledge of Quality Management Systems; knowledge of various databases and statistical software (e.g., SPSS). Strong leadership, problem solving (including root cause analysis), project management, presentation; and facilitation skills Well-developed communication, organizational, interpersonal and analytical abilities.

JOB SUMMARY:

Under the leadership of Regional Executive Director, the QA Manager will develop, implement, audit and continuously improve the activities of the quality management system and is responsible for providing leadership; instilling a sense of urgency to proactively drive solutions, and ensure that quality systems, procedures and instructions meet all stakeholder requirements, in particular, the people we support.

RESPONSIBILITIES:

- Create a performance measurement framework, consistent with Ministry requirement; selects and/or develops quality performance indicators aligned with the Association's strategic goals, collecting, analyzing and interpreting data.
- Develop an integrated Continuous Quality Improvement(CQI) plan which includes: a CQI organizational philosophy; alignment with strategic directions; a "balanced" organizational evaluation; adopt and embed a "Quality Framework"; regular reporting and analysis of key quality deliverables; incorporate external CQI sources e.g. Developmental Services Sector, QAM, foster a culture of quality.
- Create strong internal quality control systems, policies and procedures for Quality Assurance Measures (QAM) compliance, children's licensing, Special Needs Resource Assessment for Quality Improvement (SNRAQI) and enterprise risk management.
- Collect and compile data for submission of all quality reporting.
- Act as primary lead for the Developmental Services (DS) Compliance Inspection Team.
- Supporting training in the areas of: compliance requirements; mandatory and required training obligations; professional development for direct support staff and supervisors.
- Formulate comprehensive quality procedures in order to achieve compliance and continuously improve quality procedures.
- Establish standards of service for all stakeholder groups.
- Introduce tools and resources for program evaluation and work plans, selecting and/or developing appropriate measures and indicators, collecting, analyzing and interpreting data, and developing reports so as to initiate continuous improvement initiatives.

HOURS OF WORK: 37.5 hours per week.

SALARY: Commensurate with experience.

TO APPLY:
SEND YOUR COVER LETTER AND RESUME TO:

Careers@cltoronto.ca

PLEASE QUOTE JOB POSTING #E18-244

When required, accommodations for disabilities will be provided, on request.

We thank everyone for their interest in Community Living Toronto; however only applicants with the necessary qualifications, experience and education will be contacted for an interview.