

External Job Posting:

Quality Officer

AGENCY OVERVIEW:

Carizon Family and Community Services specializes in children's mental health, youth engagement and development, family violence services, individual and family counselling, parental support and education, credit counselling, workplace resilience, settlement support and community wellness.

POSITION OVERVIEW:

The Quality Officer reports to the Director of Talent, Engagement and Quality and is responsible for leading the development and implementation of Carizon's quality and evaluation initiatives. As part of the management team, the Quality Officer ensures that quality and evaluation activities are designed, coordinated and aligned to support the strategic plan, mission and values of Carizon. The Quality Officer provides consultation and skill development in quality and evaluation activities to Carizon teams. The incumbent provides direction for all functions relating to Quality, Risk Management, Evaluation and Privacy.

RESPONSIBILITIES:

- Engage Carizon employees in the development of a strong culture of quality across the organization
- Foster an organization culture of curiosity and engagement with respect to the use and interpretation of data that is embedded into our daily work and used for day-to-day decision making
- Foster a culture of excitement around the collection, use, and interpretation of data
- Provide leadership to the Quality Committee
- Lead the development and implementation of Carizon's quality and evaluation strategy and framework
- Partner with program and departmental leaders as the subject matter expert in quality for the organization
- Drive the design and implementation of organizational and team dashboards that align with Carizon's strategic and annual plans
- Develop and implement strategies and tools to simplify the collection, use and interpretation of data
- Actively engage teams in selecting and developing metrics that demonstrate organizational and program impact
- Use and/or coach teams on using a variety of quality assessment/improvement tools (eg. process mapping, value streaming) to identify areas of improvement and recommended changes
- Sit at identified community meetings/tables with purpose of contributing meaningfully to community initiatives and the related outcomes across the region.
- Coach and advise teams on quality and evaluation tools currently available within the organization and help teams select appropriate evaluation tools
- Coach leaders and/or teams in the development and selection of program outcome and evaluation measures
- Be the internal expert with respect to what data is collected organizationally
- Work with organizational and department leaders to optimize the client experience (eg. look at internal processes such as client intake across the organization, client feedback processes)
- Link and communicate quality and evaluation results to Carizon's annual and strategic plans
- Oversee the organization's risk management program includes monitor risk trends within the organization and recommending risk mitigation strategies
- Oversee the organization's privacy program including handling privacy breaches
- Provide leadership and oversight with respect to Carizon's adherence to accreditation standards with the Canadian Centre for Accreditation and 4-year accreditation review cycle
- Provide expertise, consultation, guidance and support to leaders in the areas of risk management and privacy
- Provide guidance, support, training, and supervision to the Quality Lead/Quality and Evaluation coordinator
- Provide support to the Talent, Engagement & Quality Team
- Perform work safely and in compliance with the Occupational Health and Safety Act (OHSA)

REQUIRED CREDENTIALS:

- Honours undergraduate degree in a related field or equivalent
- Minimum of 5 years experience in developing and implementing quality and evaluation initiatives
- Minimum of 7 years project management experience
- Minimum of 5 years supervisory experience
- Six Sigma/Lean trained
- Skilled applying the voice of the customer approach into daily work
- Experience designing and implementing organizational and departmental dashboards
- Certification and/or experience in balanced scorecard is an asset
- Certification and/or experience in risk management is preferred
- Knowledge of privacy legislation (eg. PHIPA, PIPEDA) is preferred
- A proven track record of designing and implementing successful wellness, recognition, engagement and communication plans
- Experience developing and implementing intentional communication strategies to optimize employee engagement
- Proven experience in managing multi-departmental projects
- Proven experience creating and leading quality initiatives
- Proven experience in selecting/using metrics/data to evaluate organizational, departmental and program impact
- Skilled in the use of using data as part of visual process management as well as in story-telling

HOW TO APPLY:

Interested applicants are invited to submit their resume (in confidence), before 4:00 p.m. on the last day of this posting to: Human Resources via email: hr@carizon.ca, quoting the competition number in the cover letter and email subject line. *We request that candidates please send their cover letter and resume together as one combined document (Word.doc, PDF etc.).*

**Carizon is an equal opportunity employer and supports workforce diversity. At Carizon, we believe that diversity enriches our performance, clients, services offered, the communities where we live and work, and the lives of our employees. Should you require accommodation during the recruitment process, please contact Human Resources (hr@carizon.ca). While we thank all applicants for their interest, only those candidates selected for an interview will be contacted.*

<u>SALARY:</u> Management Grade D \$34.52 to \$42.10 per hour	<u>STATUS:</u> Permanent full-time	<u>COMPETITION NUMBER:</u> 54-19 (NUC-52)
<u>LOCATION:</u> Kitchener/Waterloo	<u>HOURS OF WORK:</u> 35 hours/week	<u>POSTING PERIOD:</u> Aug. 9-Sept. 3, 2019
<u>EMPLOYEE GROUP:</u> Non- Union	<u>SCHEDULE:</u> Weekdays	<u>START DATE:</u> TBD