

External Job Posting:

Quality and Evaluation Lead

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 and Evaluation Lead is Carizon's subject matter expert with respect to quality and evaluation tools. Under the direction of the Quality Officer, the Quality and Evaluation Lead will act as an important champion of Carizon's Quality Program. The incumbent will provide analytical, project coordination and implementation support to multiple quality improvement and evaluation initiatives (eg. Continuous Quality Improvement, balanced scorecards, process mapping, program evaluations).

RESPONSIBILITIES:

- Foster a culture of excitement, curiosity and engagement around the use and interpretation of data
- In partnership with program teams, develop and support the implementation of program evaluations and program outcome measures and link them to Carizon's annual and strategic plans
- Support the development of Continuous Quality Improvement initiatives by working collaboratively with teams across the organization to provide support, guidance and expertise
- Engage teams in the selection and use of analytical approaches (eg. data aggregation, correlations, statistical methods) to collect, analyze, interpret and synthesize quantitative and qualitative outcome data.
- Work with client information systems and other data bases to explore collected data to understand what measures we are currently collecting and make recommendations with respect optimizing the efficient use of our data
- Develop simple tools that will support teams in incorporating data into their daily decision-making processes
- Provide leadership in moving quality and evaluation initiatives forward at the organizational and team levels
- Work with teams and Carizon's Quality Committee to help maximize Carizon's use of technology, understand implementation science and develop skills to use data to inform decisions related to program adaptations and development
- Facilitate group dialogue and decision-making with stakeholder groups with various levels of quality and evaluation knowledge
- Engage and work with internal and external stakeholders
- Linking evaluation findings with continuous quality improvement to inform implementation planning and coaching
- Track, monitor and interpret organizational risk data
- Review the process by which organizational risk data is collected and make recommendations with respect to the streamlining of this process (eg. different database, different forms, etc.)
- Articulate thoughts and opinions in a clear and professional manner.
- Manage multiple priorities and meet deadlines, including the completion of reports.
- Participate as required in organizational and departmental activities such as training and external and organization committees, task forces, etc.
- Perform work safely and in compliance with the Occupational Health and Safety Act (OHSA)

REQUIRED CREDENTIALS:

- Honours BA/BSc or equivalent training in social science, health-related statistics or research-related discipline with training in program evaluation, quality improvement and analysis
- 5 years experience planning, designing and conducting mixed methods research, program evaluations

- Proven experience applying quality and evaluation approaches to measure program and organizational performance
- Proven experience working with client information systems, Excel, and statistical software (preferably SPSS)
- Experience designing and conducting focus groups and surveys
- Proven experience analyzing data from multiple sources visually in meaningful ways
- Experience in the preparation of reports, presentations, infographics and dashboards in a variety of formats to communicate outcomes
- Six Sigma or Lean certification is an asset
- Experience, training and/or certification in Design Thinking is an asset
- Knowledgeable in Canadian Centre for Accreditation standards is beneficial
- Skilled in the collaborating with staff, clients and community partners.
- Excellent communication skills (both oral and written).
- Exceptional organizational skills and ability to work in an environment where juggling multiple demands and priorities is the norm.
- Proven experience working in a fast-paced environment and meeting deadlines.
- Proven experience working independently on own responsibilities as well as within a broader team.
- Excellent interpersonal and conflict management skills.
- Proficiency in MS Office Suite (Word, Excel, Power Point)

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> Salary Grade 8 \$26.69 to \$32.55 per hour	<u>STATUS:</u> Permanent full-time	<u>COMPETITION NUMBER:</u> 55-19 (NUC-53)
<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