

Job Description

POSITION:	Quality Assurance Specialist
ACCOUNTABILITY:	Senior Program Manager
CLASSIFICATION:	Full-time
DATE APPROVED:	July 30, 2024

JOB PURPOSE

The Quality Assurance Specialist will complete file audits, program reviews, funding and data analyses, licensing processes, and Agency accreditation practice while ensuring their efforts are in alignment with the Agency's strategic planning, the Agency's policies and procedures and the legal framework of the Child, Youth and Family Services Act. The Quality Assurance Specialist functions within legislative requirements, regulations, policies and procedures and the Mission, Beliefs and Vision of the Nogdawindamin Family and Community Services and contributes to the accomplishment of the strategic priorities.

KEY JOB FUNCTIONS

Services Support:

Continually review and plan for improvements to the scope of the Agency's child welfare programs and voluntary services by providing outcome reports, practice reports and compliance reports.

- Identify Agency-wide needs for quality service improvements;
- Ensure the development of systems to support and encourage the move towards a continuous quality improvement process;
- Identify a system to improve service delivery with performance recommendations;
- Ensure regular file audits are conducted on Agency child welfare programs and voluntary services;
- Include quality standards in licensing procedures;
- Ensure the support of teams undergoing Ministry file audits and reviews;
- Ensure the development of survey instruments;
- Ensure the validity and reliability of program service volume data;
- Develop executive summaries and lessons learned reports on compliance reviews, audits, Serious Occurrences, external inspections, and child death reviews;
- Ensure the development and maintenance of policy and procedure manuals to reflect quality expectations;
- Evaluate measures implemented to address identified problems and service gaps.

Training Support:

Continually review and plan for improvements to training processes.

- Analyze performance gaps in training and link desired practices to requests for training;
- Provide in-house training opportunities with staff to address issues arising from the data that suggest lack of clarity, inaccuracies or data entry errors.

Governance Support:

Assist to ensure the development of an inclusive approach to system improvements that engages all major child welfare stakeholders including leadership, staff, service recipients and community members.

- Assist to identify opportunities to demonstrate an agency committed to providing quality service delivery that focuses on safety, permanency and well-being for children and families;
- Continue to assess program efficacy;
- Assist to assess quality assurance resources and implementation of the Agency's vision, mission and service philosophy;
- Incorporate service user feedback into Agency review of policy and procedures;
- Review, recommend, and lead Agency research.

Relationship and Team Building:

Work collaboratively and cooperatively at all levels.

- Demonstrate behaviors, actions and attitudes that are consistent with Agency vision, mission and values;
- Ensure appropriate communication and consultation with Supervisor at appropriate times;
- Ensure effective and professional communications with all internal and external stakeholders;
- Share information according to privacy and/or confidentiality guidelines;
- Work respectfully, positively, professionally and collaboratively with team members.

Cultural Competency

Participate in cultural activities within the agency.

- Follow the Seven Grandfather teachings as it relates to the position in line with the vision and mission of the Agency;
- Actively attend and participate in regular Anishinaabe Aadziwin cultural training and/or activities provided by the Agency;
- Ensure appropriate cultural opening when coordinating meetings both within the agency, for clients, families, communities and other collaterals;
- Actively seek guidance from cultural staff how to incorporate culture into the position or how to work from a cultural perspective;
- Engage in learning and incorporating Anishnaabemowin language within the position.

Administration and Reporting:

Complete administrative functions and reports, and adhere to Agency policies, procedures, and relevant practices.

- Ensure submissions of reports are completed and reviewed;
- Prepare reports, statistics, briefing notes and correspondence as required;
- Develop and maintain an individual detailed work plan of activities;
- Ensure confidentiality and safekeeping of all Agency documents and records;
- Develop and maintain accurate, up-to-date and concise work files;
- Work in compliance with the Occupational Health and Safety Act and any other relevant legislation;
- Prepare and submit monthly reports and travel expense claims and maintain attendance records;
- Follow Agency human resources, finance and other policies and procedures in the performance of duties.

Other Duties

- Act in accordance with agency Code of Ethics and maintain confidentiality at all times to protect the privacy of Agency staff, families and communities;
- Participate in internal or external committees as required or assigned;
- Perform additional related duties in accordance with job responsibilities and department objectives;
- Participate in training, cultural events and other mandatory training as required;
- Other duties as required or assigned.

QUALIFICATIONS

Minimum Education

- Honors Bachelor of Social Work (HBSW) or related degree

Minimum Experience

- Three (3) years' experience in a child welfare protection or social service agency
- Equivalent combination of education and experience may be considered

Knowledge Requirements

- Knowledge of Nogdawindamin programs and services
- Strong knowledge of the Child, Youth and Family Services Act, Eligibility Spectrum, Ontario Safety Assessment, Family Risk Assessment, Strengths and Needs Assessment

- Knowledge of First Nation service delivery, customs and traditions in responding to child welfare
- Knowledge of external services and service agencies
- Knowledge of North Shore First Nations

Special Skills

- Strong interpersonal skills
- Excellent oral and written communication skills
- Excellent computer skills; MS Office Software, CWIS and EMHWare
- Excellent critical thinking and analytical skills
- Strong organizational, planning and administrative skills
- Excellent time management skills
- Demonstrated competency in identifying and implementing risk management strategies
- Ability to attend to detail
- Ability to take initiative and work independently
- Ability to work within a team environment
- Ability to facilitate strong inter-departmental relationships
- Ability to meet deadlines and work flexible hours
- Ability to adapt to and manage change
- Ability to work with confidential and highly sensitive and personal information
- Proven ability to work with First Nation communities and people

Other Requirements

- Respect for, sensitivity towards as well as knowledge and understanding of Anishnawbek culture, traditions and the Seven Grandfather Teachings.
- Ability to understand and speak Anishnaabemowin is a definite asset;
- Must provide a Police Records Check deemed satisfactory by the employer;
- Must have a Class 'G' Ontario Driver's Licence, access to a vehicle and the ability to travel;
- Must have \$1M automobile insurance coverage.

WORK SITE LOCATION

The location of this position is to be determined.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

While performing the duties of this job, the Quality Assurance Specialist will typically be in an office setting. The Quality Assurance Specialist is frequently required to operate a computer, file and retrieve written documents, and work overtime when required or during emergency situations. The physical demands include, but are not limited to, standing, sitting, walking, lifting, carrying, reaching, handling, kneeling, crouching and bending. The Quality Assurance Specialist will be required to travel to meetings within the District.

This position can be mentally challenging. The administration of employees can be emotionally challenging. As a result, this position is more mentally challenging than physically challenging. There will be extended periods of sitting required when performing administrative tasks and while attending meetings.

Non-physical demands include a work environment where the noise level is usually quiet to low but may be moderate on occasion. The nature of the position may expose the Quality Assurance Specialist to moderate levels of tension when dealing with issues. The level of tension is usually moderate, with high levels of tension occurring occasionally.

Given the traditional practices of Indigenous people, from time to time exposure to smoke from the burning of sacred medicines; tobacco, sweet grass, sage or cedar, may occur.

TECHNOLOGY & EQUIPMENT

Computer, photocopier, telephone, fax machine and cell phone

SUPERVISORY RESPONSIBILITY

This position is not required to supervise staff.

KEY RELATIONSHIPS

Internal

The position requires interaction with all employees of the Agency and Agency management.

External

The position may require interaction with the Ministry of Child and Youth Services, Children's Aid Societies, auditors, families and children serviced, Alternative Care Providers, legal counsel, business owners providing a service to the Agency, other First Nation communities, and all service related agencies within the First Nation that respond to child welfare service delivery needs.

DISCLAIMER

This document describes the position currently available and is only a summary of the typical functions of the job. It is not an employment contract. The above job description is not an exhaustive list of the duties, responsibilities, working conditions or skills required for this position. Additional duties may be assigned. Nogdawindamin Family and Community Services reserves the right to modify job duties or the job description at any time.

SIGNATURE

This is to acknowledge that I have received a copy of this job description and understand its contents.

Signature of Employee

Date