PURPOSE AND SUMMARY
Under the Direction of the Director of Health (or designate) the Quality Assurance Manager is responsible for managing the Health Services Quality Assurance Program. The Quality Assurance program includes the development of service standards and audits, continuous quality improvement and developing plans to meet quality assurance objectives. The Quality Assurance Manager provides reports on quality assurance and program evaluation as well as statistical analysis for the organization. The Quality Assurance Manager identifies designs and implements Health’s Quality Assurance System to ensure compliance with best services practice.

1. **Service Responsibilities**

   Under the direction of the Director of Health (or designate) the Quality Assurance Manager is responsible for

   a. Developing statistical tools and procedures for volume and service monitoring, including trend analysis and forecasting. Analyzes, summarizes and presents service data in formats that fulfill a variety of internal and external requirements
   b. Assisting the Director of Health and Management with various external program audits and reviews.
   c. Participating in the development of plans to ensure improvement in the quality of service;
   d. Performing various internal audits and reviews as assigned by the Director of Health or designate; identifying quality assurance concerns and providing recommendations for addressing those concerns
   e. Assisting unit managers and Assistant Directors to prepare for internal and external audits
Job Description – Quality Assurance Manager 2009

f. Conducting quarterly internal reviews of all direct service areas and preparing quantitative and qualitative outcomes based reports to the Director of Health Services in a timely manner.
g. Developing outcomes measurements designed to ensure that collaborative quality approaches to services are delivered to First Nation children, families and communities.
h. Developing and monitoring outcome measures designed to gauge whether the organizational environment supports the collaborative approach to the delivery of Health services to our First Nations.
i. Ensuring a quality assurance mindset is reflected throughout the organization through quality control mechanisms
j. Monitoring, analyzing and reporting problem areas and identifying strategies to address areas of concern
k. In collaboration with the Managers, conducting random quality assurance testing of services to clients to determine quality of service and developing corrective action plans if services are not meeting expected outcomes
l. Implementing a strategic quality assurance system for all Health services of Dilico focused on sustaining continuous improvements
m. Working with external organizations and quality assurance specialists to ensure Dilico uses best practice quality assurance functions and methods within its quality assurance program
n. Organizing and leading adhoc committees representative of the different functions within Dilico to plan, monitor and deliver quality assurance surveys, analysis and recommendations to senior management
o. Conducting quarterly reviews of all serious occurrences and compiling a quarterly report for the Directors including recommendations for quality improvement
p. Responsible for the Accreditation portfolio and working with managers to ensure all requirements are met in a timely manner
q. Responsible for ensuring Quality Assurance committee is functioning properly and at its full capacity

2. Organizational Responsibilities

As a representative of Dilico, the Manager is responsible for:

a. reflecting and interpreting the Agency Vision, Mission and Core Values in his/her own work with enthusiasm and commitment;
b. promoting commitment in others for Agency Vision, Mission and Core Values;
Job Description – Quality Assurance Manager 2009

c. understanding and acting in accordance with the legislation, Policies, Standards and Procedures of his/her own service, program and Agency;

d. understanding policy and procedures on employee rights, employment equity, access to information, privacy, safety and health – with respect to these policies, knowing the rights and obligations of employees;

e. understanding the Legislative and conceptual basis, policies and systems for financial, human resources and administrative management;

f. knowing the relationship of the services of his/her own program to other Agency programs and to the Agency Mission and strategic direction;

g. developing and maintaining respectful, cooperative working relationships to contribute to the integrated, seamless delivery of services to Anishinabek children, families and communities;

h. applying Anishinabek culture, values, traditions and teachings into policy and programming where possible;

i. ensuring accuracy, confidentiality and safekeeping of agency records;

j. Participating constructively in the supervision process with the immediate Director.

QUALIFICATIONS

1. **Education**

   A minimum 3 year Bachelor of Arts(Indigenous Learning) or undergraduate degree in a related Social Sciences/Business Administration field is preferred and or 2 Year College Diploma in related field with minimum 2 years management experience.

2. **Work Experience**

   a. three or more years’ experience in the field of Health Services
   b. 2 years experience at a management level
   c. Experience in research and statistical analysis is an asset
   d. Previous experience with implementation of quality assurance program would be considered an asset.
   e. Direct service experience with Anishinabek children and families.

3. **Skills/Abilities**

   a. Sound knowledge of quality assurance, outcomes measurement processes and methodologies
   b. Excellent analytical and forecasting skills
c. Demonstrated capabilities in respect to data management, statistical reports and trend analysis and professional report preparation

d. Strong planning, coordination, and time management skills to effectively support regularly scheduled and targeted audit, program evaluation and service planning

e. Excellent writing skills to document, report and communicate findings

f. Sound knowledge of auditing principles and practices in order to assist and carry out system and service/case audits

g. Ability to translate ministry policy and service objectives into a quality assurance framework to achieve desired outcomes

h. Sound knowledge of the organization’s mandate, service philosophy, policies and procedures, planning and budgeting processes

i. ability to use authority in a respectful manner;

j. ability to work within a multi-disciplinary management team with limited supervision

k. ability to liaise with government, ministry officials and other social service agencies;

l. Sound knowledge of the Anishinabek culture and issues affecting Anishinabek children, families and communities in and around the district of Thunder Bay;

m. Ability to understand and/or speak an Anishinabek language would be considered an asset.

CONDITIONS OF EMPLOYMENT

a. satisfactory CAS Penlieu Search;
b. satisfactory Criminal Records Search;
c. ability to work flexible hours as determined by the Director or designate in relation to service delivery requirements;
d. must possess a valid Ontario Driver’s license and have access to a personal vehicle;

NOTE: This job description is not intended to be all-inclusive. The manager may perform other related duties as required to meet the ongoing needs of the organization.