



CHARLES J. ANDREW HEALING CENTRE

Position Description

Job Title: Director of Quality Assurance

Reports to: Executive Director

Job Classification:

Salary Range: \$0.00

Position Backup: Director of Programs

POLICY ADHERENCE

This position is responsible to contribute to and follow policies:

- CJAHC Program Policy Manual
- CJAHC Personnel Policies
- CJAHC Finance Policies

POSITION SUMMARY

The Director of Quality Assurance ensures that all support services are in compliance with CJAHC policies, procedures and ensuring quality standards of care and risk management. Working closely with the Executive Director fulfilling the mission, strategic and operational workplan. The Director of Quality Assurance provides leadership and oversight for a range of program components in collaboration with the CJAHC Team.

DUTIES AND RESPONSIBILITIES

Under the general supervision of the Executive Director and as part of the various workgroups and teams at the Centre, the Director of Quality Assurance performs the following essential services within the framework of the Charles J Andrew Healing Centre's core policies, functions and standards in the provision of services to families:

Executive Services

- Oversee centralized administrative systems and procedures, including the distribution and maintenance of current personnel, program, and policy manuals in accordance with organizational standards
- Organizes and prepares documents that require the approval and signature of the Executive Director and the Board as required
- Coordinates bookings, meals and required material and equipment for executive travel, conferences, meetings, board room and video conferencing equipment, special events, conference calls, etc.
- Complete funding proposals from various funding streams
- Ensures that accurate minutes of manager, team, staff and other meetings are taken and maintained as part of the official records of the organization
- Complete monthly reports, and contributes to annual report and needs assessments
- Support financial oversight such as; approval of payroll, payables and invoicing
- Participates in networking meetings, conferences, education sessions

Board of Governance Support

- Oversees arrangements for Board of Directors' meeting including setting dates and times; booking facilities; arranging for food and beverage service; processing honorariums; making travel arrangements and booking equipment
- Provides a variety of executive and confidential administrative support services for the Executive Director, the Board and related Board Committees as necessary
- Coordinates emergency Board meetings as necessary including video conference or conference call meetings
- Ensures that accurate minutes of Board meetings are taken and maintained as part of the official records of the organization

- Ensure the proper filing and maintenance of Board documentation
- Responsible for the maintenance and upkeep of Board Member binders including minutes and all required documentation

Human Resource Services

- Lead the screening process for all positions at CJAHC including recruitment, setting up interviews and human resource committee recommendations
- Participates in the hiring process for all positions for CJAHC including recruitment, interviews and hiring documentation, communication, and human resource committee recommendations including job posting
- Oversees and facilitate the orientation of all new employees for CJAHC and develops and maintains new employee retention initiatives
- Develops a long-term employee service recognition process and awards for CJAHC
- Ensures that all required documentation for all personnel matters of CJAHC is reviewed and approved by the Executive Director in a timely manner
- Establishes and is responsible for the maintenance and quarterly audit of staff record, and personnel files
- Lead the coordination of all mandatory staff training requirements, including maintaining accurate training records, monitoring completion, and managing the human resource database
- Post job ads on social media and other job advertisement sites
- Provides feedback and maintenance of job descriptions and other related human resource documents

Accreditation Compliance Management

- Acts as the lead for the accreditation process
- Monitors the centre's quality assurance, strategic and risk management plans, emergency and emergency action plans, following policies and procedures to ensure that program, clients and organizational risks are minimized
- Raises awareness and the importance of accreditation standards, requirements, gaps and, organizational goals and objectives both internally and externally
- Reviews department policies and procedures relating to accreditation and ensure compliance within all operations of the Centre
- Supports ongoing quality improvement and risk mitigation efforts
- Provides assistance in researching emerging trends, industry standards, and legislation that will impact accreditation standards and compliance with CJAHC and work with management to create awareness and anticipated changes
- Participates in monthly YSAC Accreditation meetings
- Perform bi-annual auditing of staff and client files for both electronic and paper copy

Leadership

- Provides overall guidance, direction, support, and mentors staff under direct supervision
- Provides evaluations and feedback to all staff on their performance through CJAHC's competency-based performance evaluation process and reports to the Executive Director
- Recommend and/or approve team member requests for leave in accordance with CJAHC policy and provide leave balances to the team
- Contributes to the organization's strategy, long and mid-term forecasting and overall efforts to continually improve the organization's performance
- Provides leadership and support to the team
- Lead for the Centre's marketing strategy such as the approval of content, and distribution of marketing materials including printing and reproduction
- Assists with the planning and coordination of special events such as an open house, staff retreat, etc
- Ensure the CJAHC website is current and up to date

Database Management Services

- Support program quarterly and annual reports compiled from the database and compare stats to the internal data integrity
- Contribute and participate in monthly database user group meetings

Administrative Services

- Attend and participate in all relevant training, leadership, team and staff meetings (huddles) as required
- Complete all paperwork as needed such as bi-weekly time sheets and leave requests
- Complete documentation of incident reports, medical reports, and case notes as required
- Monitor administrative budget and expenditures on a monthly basis

Professional Development

- Maintains and records necessary certifications and mandatory training requirements in a learning portfolio and submits at annual performance review
- Seeks opportunities and attends training for professional growth and competency building

Perform other related job duties as assigned

QUALIFICATIONS**Education and Experience**

- Bachelor's degree in social sciences or related field, with relevant experience in a scope of practice in addictions and mental health
OR
 - Diploma in Social science with relevant experience in a scope of practice in addictions and mental health.
OR
 - Certificate OR Diploma in Office/Business Administration with relevant experience in a scope of practice in addictions and mental health
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Other Requirements:

- Must be very organized and able to multi-task while maintaining efficiency and accuracy
- Can function in a computerized environment including a working knowledge of Microsoft Office such as Word, Excel, and PowerPoint
- Possess excellent typing skills as well as an ability to take minutes and transcribe meetings
- Fluency in an Indigenous language is an asset
- Knowledge of Indigenous traditions and customs including natural healing is an asset
- Ability to function independently and as part of a team, to be flexible and to adapt to change
- High level of professionalism and able to maintain confidentiality at all times
- Excellent verbal and written communication skills, with the ability to convey information clearly and professionally to diverse groups
- Able to work under pressure and in crisis situations
- Subject to call back and overtime as required
- Must maintain a healthy lifestyle recognizing they are viewed as a role model in the Community

The Charles J. Andrew Healing Centre is accredited by the *Canadian Accreditation Council (CAC)* and as a condition of employment, the incumbent is required to participate fully in the accreditation process.

All employees of the Charles J. Andrew Healing Centre must adhere to a strict confidentiality policy and will be required to sign an *Oath of Confidentiality* and observes the *Code of Ethics* Policy.

Reports to: Executive Director

Director of Quality Assurance (*Print Name*)

Supervisor (*Print Name*)

Director of Quality Assurance (*Signature*)

Supervisor (*Signature*)

Date

Date

CORE COMPETENCIES

Leadership:

- Ability to motivate and direct the clinical team toward the same goals and objectives while providing information, knowledge and methods of clinical care for youth and families;
- consistently encourages advancement in clinical methods and staff development in order to improve the clinical program at CJAHC
- Accountability & Dependability – takes personal responsibility for the quality and timeliness of work and achieves results with little oversight
- Self-Management – manages own time, priorities and resources to achieve goals
- Attention to Detail – diligently attends to details and pursues quality in accomplishing tasks
- Ethics & Integrity – earns others' trust and respect through consistent honesty and professionalism in all interactions

Supervisory:

- Ability to provide oversight and direction to the clinical team by identifying and understanding issues, problems, and opportunities;
- can compare data from different sources to draw conclusions and uses effective approaches that facilitate others and develop appropriate solutions with a focus on outcomes and performance.

Interpersonal Skills: Demonstrates the ability to develop collaborative relationships with internal co-workers, external partners and youth clientele; interacts with others in a way that gives confidence and fosters an environment that is positive and constructive; able to inspire and motivate the clinical team through positive and effective communication and feedback

- Relationship Building – builds constructive working relationships characterized by a high level of cooperation and mutual respect
- Interpersonal Relations – demonstrates open and effective communication and relates to others in a positive open manner
- Interpersonal Awareness – shows empathy to others, listens well and responds in a non-threatening way
- Integrity and Respect – demonstrates respect of others and for clinical principles while maintaining a positive and supportive work environment that promotes transparency, open communication and accountability
- Communication skills – knowledge and abilities to perform a range of communication activities with individuals, families, groups, communities, staff, colleagues and internal and external programs and organizations
- Listening – actively gives their attention to others in order to hear, understand and interpret the conversation
- Confidentiality – respects the confidentiality of information or concerns shared by others

Ethics and Integrity: Adheres to accepted ethical and behavioral standards of conduct and continued including trust building and confidentiality. Maintains a high level of professionalism and conduct while continuing professional development as well

- Trust and Respect – earns others' trust and respect through consistent honesty and professionalism in all interactions.
- Confidentiality – respects and maintains confidentiality
- Honesty – tells the truth and is honest in all dealings
- Maintains Commitments – keeps promises and commitments made to others. Does the right thing, even when it is difficult. Does not yield too pressure to show bias or manipulate others
- Values – adheres to a set of core values that are represented in decisions and actions.
- High Level of Conduct – does not misrepresent self or use position or authority for personal gain
- Professional Development – continues to seek opportunities for personal and professional development

Communication: Keeps others informed as appropriate and clearly conveys and receives information and ideas through a broad range of communication styles and variety of media to individuals or groups in a manner that engages the listener, helps them understand and retain the message, and invites response and feedback; Demonstrates effective written, oral, and listening skills.

- Listening – demonstrates attentive listening, comprehension and learning from what others say
- Speaking – conveys ideas and facts orally using clear language with a respectful tone and manner that families, co-workers and the general public will best understand

- Reading Comprehension – grasps the meaning of information written in English, understands written basic clinical language and is able to apply this to work situations
- Writing – conveys ideas and facts in writing using language the reader will best understand
- Electronic – able to utilize electronic media; communicates effectively with adequate frequency and quality
- Range of Styles – utilizes a broad range of communication styles, asks questions to seek clarification and ensures style is appropriate for the given situation

Personal Management & Effectiveness: Ability to understand one's self and is conscious of personal and professional abilities and competencies; maintains a results-oriented approach to the job by ensuring that work and information are complete, accurate and timely; is able to manage their time, space and responsibilities in a timely manner while maintaining honesty, integrity and personal ethics

- Dependability – takes personal responsibility for the quality and timeliness of work, and achieves results with little oversight
- Attention to Detail – diligently attends to details and pursues quality in accomplishing tasks
- Results Focus – focuses on results and desired outcomes and how best to achieve them – able to get the job done
- Self-Management – takes initiative and manages their time, space and responsibilities effectively
- Tact – diplomatically handles challenging or tense client or interpersonal situations
- Integrity – maintains a high level of customer-oriented service and ensuring that their behavior is respectful, honest and ethical

Operations Management: Ability to provide oversight and direction for the day-to-day operation of the office by identifying and understanding issues, problems, and opportunities; demonstrates a strong ability to provide organization, direction and control to the various administrative teams and individuals; uses effective communication and is responsive to the clerical and administrative needs of co-workers, teams/units and CJAHC operations

- Problem Solving – able to anticipate problems and oversee its solution by weighing alternatives; consulting others and; arriving at a reasonable decision
- Communication – Demonstrates the ability to write and speak effectively, using conventions proper to the situation and demonstrates a commitment to listening to staff, families and Treatment Team
- Performance – works to improve the performance of oneself and others by pursuing opportunities for continuous learning/feedback and constructively helps and coaches' others in their professional development
- Responsiveness – able to respond to clinical staff and families needs in a timely and thorough manner; prioritizes families needs and; follows up to evaluate families satisfaction
- Conflict Management – able to manage and resolve conflicts and creative tension and differences while being able to anticipate and take steps to prevent counter-productive confrontations

Cultural Diversity: The ability to interact effectively with people of different cultures and socio-economic backgrounds, particularly within First Nations and Inuit communities/societies; demonstrates a willingness to embrace cultural differences and practices; encourages and supports family's cultural development and learning respecting and recognizing the diversity within the community.

- Family Diversity – utilizes appropriate methods of interacting effectively and professionally with others who are from diverse cultural, socioeconomic, educational, sexual orientation, lifestyles and physical abilities
- Cultural Knowledge – has a basic understanding of Innu or First Nations and Inuit histories, languages, cultures, ceremonies and traditions
- Cultural Support & Access – promotes opportunities for cultural learning and supports personal cultural development for families and co-workers
- Work Environment – helps create a work environment that embraces and appreciates cultural diversity by being supportive and respectful while learning about the value of cultural differences in the workplace
- Cultural Development – demonstrates a personal commitment to personal growth in the ongoing acquisition of knowledge relating to Innu or First Nations and Inuit's culture, spirituality and language
- Cultural Protocol – understands Innu or First Nations and Inuit protocols and ensures local protocol is honored and followed in the provision of ceremonial feasts and other ceremonies

Professionalism: Demonstrates appropriate behavior, attire, attitudes, and social interactions; responds appropriately to instruction and constructive criticism; maintains a positive, optimistic, success-oriented attitude; provides recommendations and feedback to the Executive Assistant/Accreditation Coordinator in a timely manner

- Efficiency – conducts work in an objective, conscientious, effective and efficient manner
- High Standards – perform duties in accordance with the highest standards of profession and exercise due care
- Care of Property – shows proper care and regard for the property of CJAHC, utilizing resources for the purpose of carrying out organizational business
- Professional Competency – endeavors to improve professional competency and work ethic
- Integrity – demonstrates honesty and integrity in the fulfillment of professional responsibilities

Collaboration and Teamwork: Builds constructive working relationships with families, colleagues and others in order to achieve the goals, objectives and responsibilities of the job; behaves in a manner that is professional and appropriate while participating as a contributing member of the CJAHC team; works cooperatively with others involving them and sharing information as appropriate; shares the success and credits for team accomplishments

- Relationship Building – builds positive and effective working relationships characterized by a high level of acceptance, cooperation and mutual respect
- Teamwork – promotes cooperation and commitment within a team in order to achieve goals and deliverables
- Facilitating Groups – promotes and enables cooperative and productive group interactions
- Valuing Diversity – helps create a work environment that embraces and appreciates social and cultural diversity
- Commitment – promotes cooperation and dedication within a team in order to achieve organizational goals and deliverables
- Support – supports colleagues' work and deliverables and responds to those who need assistance
- Team Unity – encourages team unity through sharing information, working together to solve problems, and putting organizational success first
- Joint Ownership – ensures joint ownership of goal setting, commitments and accomplishments. Involves everyone on the team
- Conflict Resolution – engages in effective conflict resolution with sensitivity to others' feelings and is able to diffuse tense situations appropriately

Problem Solving: Ability to anticipate problems; sees the potential impact and gathers information in addressing its solution by weighing the alternatives against objectives and arrives at reasonable decisions; recognizes and accurately evaluates the signs of a problem; analyzes current procedures for possible improvements; notifies supervisor of problems in a timely manner

- Difficult Situations – is able to assess and resolve difficult or complicated challenges or situations
- Problem Analysis – capable of framing problems before trying to solve them by breaking them down to all of their facets, including hidden or delicate aspects
- Insight & Options – shows insight into the root-causes of problems. Generates a range of solutions, courses of action with benefits and risks associated with each
- Thinking 'outside the box' – probes all fruitful sources for answers and thinks 'outside the box' to find options; able to use the good ideas of others to help develop solutions and seeks advice from those who've encountered similar problems

Time Allocation: effectively manages time and resources to ensure that work is completed efficiently

- Prioritizes – identifies more critical and less critical activities and tasks and adjusts these when appropriate
- Preparedness – ensures that required equipment and/or materials are in appropriate locations so that work can be completed efficiently
- Schedules – effectively allocates own time to complete work
- Stays Focused – uses time effectively and prevents irrelevant issues or distractions from interfering with work completion