

We're Hiring!



DIRECTOR OF QUALITY IMPROVEMENT & RISK MANAGEMENT

Posting Requisition	22243	Program	<i>Administrative Services</i>
Job Type	<i>Regular, Full-time</i>	Location	<i>Surrey, BC</i>
Hours of work	<i>35 hours per week</i>	Closing Date	<i>Open Until Filled</i>

Options Community Services is a non-profit registered charity providing social services primarily in Surrey, Delta, White Rock and Langley. We believe in helping people help themselves. We believe in collaborating with individuals, businesses, community groups and government to create focused, effective and responsive resources for the community.

The Director of Quality Improvement & Risk Management (DQIRM) provides leadership for the Society's quality improvement and quality assurance processes throughout OCS's operations. This position is responsible for ensuring ongoing Performance and Quality Improvement (PQI) of programs, management and operations, and implementation and review of the agency-wide strategic plan. As the lead for Accreditation, the DQIRM ensures that the organization maintains a high level of expertise in COA requirements and successfully achieves ongoing certification. Additionally, the DQIRM is responsible for developing, implementing and reporting on the Organizations Enterprise Risk Management framework and ensuring that agency operations comply with all Privacy Legislation.

ACCOUNTABILITIES

Leadership of Quality Improvement

- Ensures consistent application of the methods and tools of Quality Improvement in the organization. Acts as a resource and coach to others in this regard.
- Collects and analyzes agency performance outcome measurement data and prepares for presenting to agency stakeholders.
- Facilitates and directs the formulation, implementation and monitoring of PQI projects to ensure program management and operations improvement including, but not limited to, policy and procedure development and review, systems development and review, establishment of performance indicators, employee training, and tracking progress of PQI improvement projects.
- Manages and oversees select electronic client record systems. Acts as the primary contact between OCS and electronic client record system providers, coordinate staff training, assess and address platform effectiveness to ensure it is meeting the data collection needs of programs.

Accreditation

- Ensures the agency continues to meet existing and new accreditation standards throughout accreditation cycles.
- Leads re-accreditation efforts every four years by coordinating all processes, preparing and collecting required documentation, and supporting managers and staff to successfully navigate a site visit.
- Provides COA with all required annual and interim reporting regarding compliance with standards, key quality improvement initiatives, and significant changes to the organization's leadership and/or operations.
- Responds promptly to all enquiries and requests from COA, ensuring that OCS maintains a high level of expertise in accreditation and successfully retains our 4-year certification.

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Risk Management

- Contributes to the development and implementation of an education and awareness strategy for staff which positions risk in the context of organizational operations.
- Encourages and fosters a culture of risk management, building awareness of the implications of material risks and risk management as part of a strong risk culture.
- Promotes and supports the culture of safety; identifies opportunities for improvement across the organization.
- Consults with the leadership team and the Executive team on operational issues and assists in meeting strategic goals.

Privacy Officer

- Acts as the Privacy Officer for the organization, responds to privacy and information (FOI) requests and guides others in responding to these requests as appropriate.
- Maintains a high degree of knowledge and familiarity with relevant Privacy Legislation including the Freedom of Information and Protection of Privacy Act (FIPPA), and ensures all agency operations comply with Privacy Legislation.
- Ensures all record management programs comply with Accreditation, funder and legislative requirements.
- Performs other duties, as assigned.

QUALIFICATIONS

Education, Training, and Experience:

- Post graduate degree in a related discipline including business, finance, leadership, counselling or social work, with at least seven years' experience at a senior management level in an organization delivering similar services.
- Extensive experience in project management, quality improvement methods, communications, and managing in an organization funded by government.
- Experience with accreditation, and quality improvement processes is preferred.

Skills and Abilities:

- Advanced knowledge and application of quality improvement methods, processes, outcome development and reporting, and accreditation standards and processes as they apply to the agency's programs and services.
- Demonstrated ability supervising, developing, and mentoring direct report(s) to achieve organizational goals in quality improvement and risk management performance.
- Solid ability to lead and coordinate accreditation processes.
- Strong capacity for strategic thinking and ability to translate strategy to actions.
- Strong analytical, research, decision-making and problem-solving skills.
- Solid knowledge of project management techniques, tools and procedures.
- Strong background in operations excellence, with sound execution skills, strong business acumen with a consultative approach, to find solutions to real problems.
- Excellent written and verbal communication skills.
- Skilled trainer and group facilitator for delivery of knowledge and change processes.
- Advanced understanding of social service delivery system and how quality improvement is implemented and measured in this system.
- Excellent communication, negotiation, and interpersonal skills to work effectively with E-Team, Board Members, staff, funders, service providers, community, and other stakeholders.
- Solid human resources management knowledge and ability to lead, direct, motivate and inspire staff and teams to fulfill the society's Mission.
- Ability to produce concise, professional written documents, reports, and e-mails tailored to recipient audiences.

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- Strong organization, coordination, and time management skills.
- Ability to work independently, set priorities, manage multiple tasks and meet deadlines.
- Solid ability for budgeting and financial management.
- Familiar with social service delivery in B.C. and all applicable statutes and legislation.

SPECIAL REQUIREMENTS

- Successful candidates will be required to provide a current and satisfactory Criminal Reference Check / Vulnerable Sector search preceding their start date.
- Applicants may be required to provide proof of Covid -19 vaccination.

**An eligibility list may be maintained for up to six months. Eligible applicants may be offered a casual position. This position is open to all qualified applicants.*

PLEASE APPLY TO: Christine Mohr, Chief Executive Officer
Options Community Services Society
Email: recruitment@options.bc.ca

Please include a cover letter clearly indicating the posting number [posting #22243] and outlining your qualifications and related experience for the position.