



QUALITY AND RISK COORDINATOR – TEMPORARY FULL-TIME POSITION

Nucleus provides personal support and essential homemaking assistance to frail seniors and persons with physical disabilities living within designated areas in Mississauga, Oakville and two sites in Toronto. Scheduled and on-call services are available 24/7/365 to enable individuals to remain living independently in their own homes.

POSITION SUMMARY

Under the general supervision of the Director of Quality, the Quality and Risk Coordinator is responsible for assisting with the organization-wide quality program to support improving the quality of services and reducing the number of complaints and safety events. This role will ensure quality improvement initiatives are reviewed and implemented; complaints/safety events are reviewed to identify themes and opportunities for improvements; and department teams are supported to ensure completion and implementation of action plans.

POSITION RESPONSIBILITIES

- Track, analyze and report on key quality and performance metrics
- Facilitate and support department teams to implement Quality improvement projects
- Assist with data collection for quality improvement projects
- Assist with the verification of program statistical data submissions
- Assist in the completion of quality protocols and program evaluations
- Assist with the preparation of reports and Quality dashboard materials
- Assist with the development of policies and/or standard operating procedures
- Monitors the safety events database to ensure compliance with action timelines
- Coordinate communications and sharing of information with stakeholders related to sentinel events
- Review and analyze service complaint and safety event data
- Coordinate the reporting of risk management activity captured on the risk register
- Assist with the coordination of survey related activities
- Monitor and participate in quality and data audits as required
- Coordinate activities and assist with accreditation conformance
- Research and make recommendations for improvements based on best practices
- Attends committees and huddles as the Quality and Risk representative as appropriate
- Provide administrative support to Consumer Advisory Council activities
- Conduct trainings or briefings on safety events and/or quality improvement as required

QUALIFICATIONS

- Post-secondary education in relevant health or social service field
- Previous experience with one major area of responsibility including quality improvement, quality control, risk management, decision support or infection control
- Strong understanding of the principles of quality improvement and/or risk management
- Experience conducting or facilitating group discussions
- Demonstrated customer service approach and a solutions-based approach to problem-solving
- Proven interpersonal skills and emotional intelligence appropriate to build positive rapport with various parties
- Strong analytical skills, critical thinking and attention to detail
- Ability to communicate effectively both orally and in writing at all levels of the organization

- Well-developed report writing and presentation skills
- Proficient use of computer technologies and software applications (Microsoft Excel, Microsoft Visio and Microsoft PowerPoint)

SPECIAL CONDITIONS

- A Criminal Record Check will be conducted

WORK ENVIRONMENT

- Special Equipment – office phones, computers, printers, photocopier and other office equipment
- Sitting, standing, walking
- Work is conducted in an open office environment
- Smoking is not permitted in the office areas. Smoking areas are designated according to the policy of the building.
- No hazardous materials other than normal/usual household cleaning supplies are used in the environment.

DURATION:

- This is a temporary, full-time (37.5 hours per week) contract until March 31, 2019

Interested and qualified applicants can apply by forwarding their cover letter and resume to Human Resources at:

Email: careers@nucleusonline.ca

Fax: 905 829 0555

Nucleus Independent Living is an equal opportunity employer which welcomes and encourages applications from those with disabilities. Accommodations are available upon request. We thank all applicants for their interest, however only those selected for an interview will be contacted.