

Job Description

POSITION:	Quality Assurance Supervisor
ACCOUNTABILITY:	Executive Director
CLASSIFICATION:	Full-time
DATE APPROVED:	May 19, 2015

JOB PURPOSE

Reporting to the Executive Director, the Quality Assurance Supervisor is responsible to provide general direction to the Quality Assurance Workers. The Quality Assurance Supervisor is responsible to provide direction, coaching and supervision to staff on all matters relating to Quality Assurance, while ensuring their efforts are in alignment with the Agency’s strategic planning, the Agency’s policies and procedures, the legal framework of the Child and Family Services Act and First Nation standards of practice. The Quality Assurance Supervisor will complete file audits, program reviews, child death reviews, funding and data analyses, foster care licensing, and Agency accreditation practices. The position is required to write policies and procedures.

KEY JOB FUNCTIONS

Services Support:

Continually review and plan for improvements to the scope of the Agency’s child welfare programs and 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
- Develop a quality assurance committee that will support a system of data collection, development of an internal baseline and an annual work plan to respond to areas requiring review and improvements
- Identify a system to improve service delivery with performance measures
- Develop a peer review team to assist in a case review processes
- Ensure the development of a system for random reading and assessment of a sample of cases for compliance within all Agency departments
- Include quality standards in licensing procedures
- Ensure the development of a file checklist for every file receiving service from the Agency
- Ensure the development and support of teams undergoing Ministry file audits and reviews
- Ensure the development of compliance reports that include a system to track when expectations are past due
- Ensure the development of a client satisfaction survey, referral source survey and ensure surveys and complaints pamphlets are provided to all community members receiving service
- Ensure the development of a system for provision of clinical supervision between Front Line Workers and Supervisors
- Ensure the development of a trends and analysis report on service complaints
- Develop and identify a data chart and system that captures numbers of children in Alternative Care settings, number of removal episodes, median length of stay in Alternative Care settings and educational status of children receiving service
- Develop executive summaries and lessons learned reports on compliance reviews, audits, Serious Occurrences, external inspections, and child death reviews
- Ensure the update of policy and procedure manuals to reflect quality expectations
- Evaluate measures implemented to address identified problems and service gaps

Human Resources Support:

Continually review and plan for improvements to human resource processes.

- Develop a recruitment and retention plan that incorporates congruence and balance within the organization and the most appropriate financial resourcing when responding to human resource needs

- Identify and develop a system of core competency training requirements for staff
- Ensure the development of individual and team staff training portfolios in conjunction with the Staff Trainer to identify ongoing or enhanced training needs
- 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
- Ensure expectations are incorporated into training for new workers, existing staff and Alternative Care Providers
- Ensure quality expectations are included in personnel performance evaluations
- Ensure opportunities are identified for success planning for staff

Governance Support:

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.

- Identify opportunities to demonstrate an agency committed to providing quality service delivery that focuses on safety, permanency and wellbeing for children and families
- Develop a clear and consistent communication plan regarding Agency expectations on outcomes and compliance with practice expectations
- Identify opportunities for developing stakeholder relationships and improved communications
- Continually assess the Agency's organizational readiness and benchmarks for quality assurance
- Assess quality assurance resources and develop an Agency-wide strategic plan to incorporate the Agency's vision, mission and service philosophy
- Ensure opportunities exist for skill development with Board Members
- Develop a system of incorporating client satisfaction surveys into Agency review of policy and procedures
- Ensure the development and completion of Board evaluations
- Ensure a system is developed for ensuring transparency and distribution of all Agency meeting minutes and committees to appropriate parties
- Review, make recommendations, and become Agency lead regarding external research opportunities

Financial and Infrastructure Support:

Ensure the financial and infrastructure systems are able to meet the demands of service delivery.

- Ensure systems are developed for financial audits and reports
- Ensure the Information Technology System is operating at an optimal level on an ongoing basis
- Assist in developing reports and reviews that identify capital infrastructure needs
- Include quality expectations in budgets
- Ensure insurance and liabilities are thoroughly reviewed by the Board on an annual basis
- Ensure a system is developed to monitor the quarterly review of the Agency's financial statements
- Ensure a thorough review and approval of the Agency's annual financial audit
- Review and approve the Agency's Health & Safety Report
- Ensure a system is developed to monitor the receipt of the Agency's Quarterly Certificate of Compliance with requirements (i.e., remittances, information returns, insurance coverage, Ministry of Child and Youth Services/Ministry of Community Social Services required submissions)

Leadership in Compliance Practices

To create a work environment that supports achievement of the Agency's vision and mission and promotes excellence in direct practice.

- Develop a supportive and caring work environment to keep staff engaged and involved and to promote high levels of investment in their work
- Demonstrate effective leadership to enhance staff performance in successful achievement of agency and team objectives

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- Organize and lead regular team meetings to benefit planning, monitoring, problem solving, education, transfer of learning, and maximizing team and Agency development
- Demonstrate and reinforce cultural competence in all aspects of communication, interpersonal relationships and practices
- Establish and sustain a work environment that promotes and rewards optimal performance, an ongoing commitment to excellence, and the adoption of a strength-based cultural practices
- Identify job roles and responsibilities that serve children and families, community leadership, administrative and legislative requirements
- Respond to requests for Agency information

Human Resources:

Provide guidance, direction and support to quality assurance staff.

- Provide leadership, guidance, support, supervision and direction to Quality Assurance Team and ensure understanding and alignment with organizational values, goals and priorities
- Monitor and address employee performance and conduct performance reviews
- Establish and sustain a work environment that promotes and rewards optimal performance, an ongoing commitment to excellence and the adoption of strength-based cultural practices
- Support a culture of learning and professional development and ensure leadership development opportunities exist for staff
- Ensure adherence to organizational policies, procedures, practices and standards
- Ensure development and monitoring of staff work plans
- Participate in recruitment of staff including assisting with screening, interviews, job descriptions and interview questions
- Ensure orientation of new staff
- Recommend human resources required for the department

Administration:

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

- Develop a team work plan that ensures continual planning as an integral part of leadership, management, and direct supervision
- Ensure Agency compliance with Ministry of Child and Youth Services directives and reporting requirements
- Develop and maintain a 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, attendance records and travel expense claims
- Follow the Agency's human resources, finance and other policies and procedures in the performance of duties

Other Duties:

- Assist in training and orientation of peers and students
- Participate in internal or external committees as required or requested
- Other duties as required and assigned

QUALIFICATIONS

Minimum Education

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

Minimum Experience

- Three (3) years' management and administration experience in a child welfare protection or social service agency

Knowledge Requirements

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- Knowledge of Nogdawindamin programs and services
- Respect for, sensitivity towards as well as knowledge and understanding of Anishnawbek culture, traditions and the Seven Grandfather Teachings
- Strong knowledge of the Child and Family Services Act, Eligibility Spectrum, Ontario Safety Assessment, Family Risk Assessment, Strengths and Needs Assessment, Ontario Human Rights Code, Employment Standards Act and Occupational Health and Safety Act
- Knowledge of First Nation service delivery, customs and traditions in responding to child welfare
- Knowledge of external services and service agencies

Special Skills

- Excellent human resource management skills
- Strong interpersonal skills
- Excellent oral and written communication skills
- Excellent computer skills
- Excellent conflict resolution and problem solving skills
- Strong organizational, planning and administrative skills
- Excellent time management skills
- Excellent assessment skills
- Demonstrated competency in identifying and implementing risk management strategies
- Demonstrated ability to lead and coach others utilizing a collaborative and strengths based approach
- 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
- Ability to understand and speak Anishnaabemowin is a definite asset

Other Requirements

- Must provide a clear Police Records Check with Vulnerable Sector Check
- Must have a Class 'G' Ontario Driver's Licence, access to a vehicle and the ability to travel

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 Supervisor will typically be in an office setting. The Quality Assurance Supervisor 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 Supervisor will be required to travel to meetings within the District.

Management positions 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 Supervisor to moderate levels of tension when dealing with issues. The level of tension is usually moderate, with high levels of tension occurring occasionally.

TECHNOLOGY & EQUIPMENT

Computer, photocopier, telephone, fax machine and cell phone, MS Office Software, Frontline, Fast Track, CWIS and CIMS

SUPERVISORY RESPONSIBILITY

This position is required to supervise a minimum of two (2) staff members.

KEY RELATIONSHIPS

Internal

The position requires interaction with all employees of the Agency, Agency management, the Elders’ Council and the Board of Directors.

External

The position requires 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