

POSITION DESCRIPTION

Quality Assurance Manager

Overview of Duties and Responsibilities

The Quality Assurance (QA) Manager works with the Management team to ensure continuous quality improvement within the organization. The role collaborates with Management to uphold the quality of services and operations. In particular, the Manager will effectively and efficiently coordinate, prioritize and manage the quality assurance activities and reporting of same. The QA Manager will exemplify and demonstrate commitment to the values and operating philosophy of the Society and stakeholders of The Garth Homer Society. The Manager is responsible for:

MANAGEMENT and LEADERSHIP IN AREAS OF RESPONSIBILITIES: The Manager will assist with the development of short term and long term plans which will ensure the highest standards of services and operations. The Manager will;

1. Maintain expert knowledge in CARF certification and the annual accreditation cycle
2. Support operational excellence by recommending and incorporating CARF best practices into daily operations
3. Maintain a strong understanding of service standards requirements from all stakeholders, including CLBC, Employment Standards, Work Safe and other regulatory bodies
4. Ensure the timely and accurate completion of CARF requirements
5. Maintain expertise in the GHS ShareVision database
6. Provide training and advisory services to management and staff regarding Q&A matters
7. Develop quality assurance standards and Agency processes related to same
8. Develop strong relationships external agencies, accreditation groups and CARF agency
9. Organize and facilitate regular orientation sessions
10. Attend to other administrative duties as required

PLANNING, EVALUATION AND REPORTING: The Manager will assist compliance matters, reporting matters and procedural matters by;

1. Developing and actively managing the completion of scheduled CARF activities and responsibilities
2. Ensuring that Management is informed about exposures and risks related to CARF activities
3. Developing a profile of CARF responsibilities for residential services and educate staff on critical risks and exposures
4. Communicating, reporting, inspecting and training responsibilities on a monthly basis
5. Developing procedures, forms and communication methods to enhance Q&A results
6. Regularly liaising with external agencies, accreditation groups and CARF agency
7. Scheduling routine staff training and support for ShareVision database
8. Reviewing, monitoring and improving policies and procedures relevant to Q&A to ensure clarity, completeness and conformity
9. Developing systems for measuring, collecting and tracking data for Annual Improvement Plans
10. Maintaining a library of relevant Q&A resources and historical reporting
11. Oversee Service Level Reporting to CLBC

OTHER RESPONSIBILITIES

1. Monitor risk-management procedures, maintain compliance with complaints and problems as they arise, and provide ongoing reports to Management for same
2. Ensure compliance with FOIPPA (privacy requirements) and reporting deficiencies of same

OTHER SKILLS

1. Excellent computer, analytical, problem-solving and decision making skills,
2. Expert knowledge of quality assurance terminology, methods and tools
3. Proficiency in best practices in areas of compliance, policy development, and quality improvements