

QUALITY ASSURANCE ANALYST

Competition # QAA 21-124

September 9, 2021

Administration

Permanent, Full-time, 80 hours bi-weekly; Days

Marymound is a non-profit organization offering programming and services to children, youth and families in Manitoba using a strength-based and trauma-informed approach. We believe in finding the good in every young person who walks through our doors. Marymound is guided by its core values: Courage, Collaboration, Respect, Compassion and Spirituality.

Our ideal team member is passionate about making a difference and is committed to empowering the young people we support. We are looking for individuals who will positively contribute to an inclusive, non-judgmental and fun environment. Marymounders are leaders who are confident, resilient and open to trying new things. If you join our team, you can expect a challenging, yet rewarding and fulfilling career.

The QA Analyst provides a high degree of oversight to lead the development and implementation of quality assurance plans that include metrics to reflect program quality and program/clinical outcomes, organizational metrics and dashboards. The position also leads and/or participates in program evaluations and special projects as assigned.

DUTIES AND RESPONSIBILITIES:

Organizational Quality Assurance

- Creates Quality Assurance (QA) plans using metrics from direct service programs and other organizational components (i.e. HR) to provide a comprehensive overview of organizational performance, while aligning with Marymound's strategic plan;
- Supports the development of clear vision statements/mandates, logic models and data collection systems to support the organizational understanding of how programs are performing;
- Addresses quality issues using a team process improvement approach;
- Creates data tracking systems that encompass key program quality metrics and clinical outcomes metrics;
- Creates methods to capture voice of staff, youth and families as part of overall program quality, evaluation and outcome metrics;
- Ensures that the delivery of the program is in accordance with best practice standards for client-centered care within a safe and therapeutic milieu by developing metrics to reflect program performance in this area;
- Communicates metrics visually, both in written format and orally to various audiences such as the Board of Directors, Board Program Committee, management, direct staff, youth and families so that data comes alive and tells a meaningful story in Marymound's journey to excellence.

Organizational Evaluation Activities

- Leads and/or takes part in teams that are undertaking program specific evaluation;
- Provides support with researching best practices for various programs as part of ongoing program development and quality improvement projects;
- Acquires and maintains accreditation standards as requested.

Program Reporting and Licensing

- Supports programs in the delivery of reporting requirements;
- Creates/supports documentation auditing systems to ensure that standards are being met;
- Provides periodic reports on issues, service trends, and results of service and program initiatives;
- Develops and delivers training to staff to ensure competence specific to key areas of focus.

Risk Management

- Implements a system that captures key risk factors in direct services, and performs trend analysis and flagging to program directors/staff when areas of concern arise;
- Participates in safety related committees.

Community Liaison

- Works collaboratively with government staff, community & service organizations, and evaluation consultants/contractors to support QA activities at Marymound.

QUALIFICATIONS:

- Post-secondary degree in a relevant discipline is required – a Master's degree is considered an asset;
- Minimum 2-3 years' experience in quality assurance role is required, preferably within a social services environment;
- Demonstrated ability to use various data analysis tools and methods to evaluate, analyze and measure data and trends, and synthesize said data and materials to create reports;
- Ability to coach individuals and groups while facilitating continual improvements and outcomes in response to client needs and service demands;
- Strong organizational, leadership and interpersonal skills;
- Experience in change management;
- Knowledge of Indigenous research methods would be an asset;
- Knowledge of Indigenous culture, or willingness to learn, including participating in cultural practices, programming and ceremonies alongside youth;
- Strong written and verbal communication skills;
- Proficient computer knowledge and experience with Microsoft Office software;
- Valid driver's license;
- Satisfactory Criminal Record and clear Vulnerable Sector checks;
- Clear Child Abuse Registry and satisfactory Prior Contact checks.

Marymound offers: competitive salaries, comprehensive benefits and pension package for qualified positions, opportunities for growth and advancement, professional development opportunities, wellness programming, fun events including a yearly staff retreat and staff BBQ's, access to Elders and Indigenous Cultural Services and much more!

*We thank all who apply and advise that only those selected for further consideration will be contacted.
Employment opportunities are advertised on our website at www.marymound.com*

Internal Applicants:	Submit 'Internal Application Form' with cover letter and current resume
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External Applicants: Submit a cover letter and résumé quoting bulletin # to:

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Human Resources

442 Scotia Street

Winnipeg, MB R2V 1X4

Or e-mail: careers@marymound.com

Or online at <https://www.marymound.com/main/employment-volunteer/available-opportunities/>