

## JOB POSTING

<b>Position:</b>	Standards Compliance Monitor
<b>Position Type:</b>	Permanent
<b>Duration:</b>	37.5 hours per week
<b>Department:</b>	Quality and Standards
<b>Closing Date:</b>	June 30, 2018

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### **PURPOSE:**

**To role model the mission - “DDRC promotes awareness and supports communities to include persons with developmental disabilities, thereby strengthening communities for all citizens.” To perform, develop, evaluate, analyse, research and implement quality assurance and quality improvement functions under the direction of the Director, Quality and Standards, in accordance with Agency policies and accreditation guidelines.**

### **Leadership:**

- Lead the collaboration and communication efforts with internal stakeholders and external accreditation bodies
- Participate in the quality development, visioning, and promotion of quality improvement initiatives
- Monitor all departments, for compliance with Quality and Standards policies/procedures
- Chair the Quality Assurance Committee and guide its initiatives in a manner that is constructive and consistent with developing quality improvement programs and preparing staff for accreditation requirements
- Responsible for the accumulation, communication, routing, and dissemination of information to the appropriate stakeholders. This includes internal and external satisfaction surveys, outcome measurement reports, accreditation survey schedules, requirements and other reports as required

### **Key Responsibilities:**

- Develop/implement quality improvement programs, utilizing data collected from accreditation survey recommendations, internal processes, and research, to support DDRC’s core values and desired outcomes
- Implement and maintain data reports on a scheduled and ad-hoc basis: prepare charts, graphs, summaries, lists and reports in support of Agency information needs and objectives
- Assist in collecting and tracking of data from monitored use of services and provide information to management and client groups
- Review all reports for accuracy, clarity, ensuring all data is current and all reports have functional value
- Support Director, Quality and Standards, by monitoring and interpreting data to identify trends and statistics
- Conduct routine statistical collecting and reporting

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- Remain current with research concerning quality standards and best practices in the disability services sector
- Recommend and develop appropriate data-gathering mechanisms, procedures, surveys, etc., for all departments of the Agency
- Ability to work independently and be self-directed
- Attend and organize meetings as required, both on and off site
- Provide ongoing support to all departments in a proactive manner
- Track and categorizes all Agency incident reports, and complaints
- Report findings from client data collection on a continuous basis and give recommendations for actions based on the results, gaps and trends
- Maintain, conduct ongoing maintenance and provide awareness for accreditation standards
- Research and consultation activities including; telephone interviews, one-on-one interviews, questionnaire design and survey development
- Perform other assigned duties as directed by the Director, Quality and Standards

### **Professional Development and Training:**

- Takes accountability to ensure all mandatory certifications and training are kept current
- Complete ACDS Accreditation training

### **Education/Professional Certifications:**

- Undergraduate degree in a relevant field
- 3 years of working experience in a related research field

### **Experience:**

- Proven ability to meet deadlines, and accurately maintain reports/records/spreadsheets, etc.
- Recognized ability to work independently, and be self-directed
- Demonstrated analytical reasoning, to facilitate prioritizing/planning/executing initiatives
- Proven track record as a sound analytical thinker and planner to prioritize and executed initiatives
- Analytical reporting capabilities with the ability to quickly implement actions to maximize results
- Experience in research design, methodology and statistical analysis
- Superior MS Office skills with particular emphasis on Microsoft Word, Excel and PowerPoint
- Experience working with persons with developmental disabilities
- Ability to communicate effectively and interact with a wide range of individuals from all Agency departments and from various external agencies
- Proven ability to think and act strategically and systemically
- Knowledge of current accreditation standards (both CET and Accreditation Canada)

### **Mandatory Competencies:**

- Team Orientation
- Excellent Time Management Skills
- Accountability and Dependability
- Attention to Details
- Strong Customer Service Focus
- Ethics and Integrity
- Excellent Written and Oral Communication Skills
- Coaching and Mentoring Skills
- Superior analytical Skills
- Critical Thinking Ability



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### **Personal Qualities:**

- Demonstrated values consistent with the DDRC mission
- Commitment to professional development and continuous learning

Please submit your resume and cover letter to: [employment@ddrc.ca](mailto:employment@ddrc.ca) citing "DDRC-18-16M-Standards Compliance Monitor" in the subject line.

*DDRC is an equal opportunity employer. We thank all candidates for their interest. Only those selected for an interview will be contacted. We regret that we are unable to accept telephone inquiries.*