



The Children's Aid Society
OF HAMILTON

Serving Hamilton's children and families since 1894.

La Société d'aide à l'enfance
DE HAMILTON

Au service des enfants et des familles de Hamilton depuis 1894.

EMPLOYMENT OPPORTUNITY

The Children's Aid Society of Hamilton was established in 1894 as a not-for-profit charitable organization, mandated under the *Child, Youth and Family Services Act* of Ontario, focusing on the well-being and protection of children. During this time, the agency has earned a reputation as a leader in the field of child welfare. The Society is committed to the safety, protection and well-being of children and the strengthening of families, while valuing diversity and promoting equity. We are currently seeking a skilled and committed individual to join our team as a:

Quality Assurance Supervisor

Regular Full Time (34 hours per week)

Reporting to the Executive Director, the Quality Assurance Supervisor provides leadership in continuous accountability and quality improvement to ensure that the Society meets provincial standards, community expectations and best practice standards in pursuit of the Society's mission and strategic directions in Child Welfare services.

Major Responsibilities:

- Participates in the development of the CAS service plan;
- Provides input into the development of the Society's strategic plan related to performance reporting;
- Develops and implements Society wide strategies to promote continuous quality improvement;
- Supports the Implementation the Service Plan ensuring the effective and efficient delivery of quality assurance programs, including QIPs, policy and procedure development, Serious Occurrence and OCA Reporting practices, Service Recipient and Community Partner Surveys, ONLAC data review, Child Death Reviews and the Complaints Review Procedures and Strategic Plan review;
- Develops and implements Society wide strategies to promote continuous quality improvement inclusive of close collaboration with I.T. for effective business solutions;
- Provides leadership with program evaluation in collaboration with management staff;
- Researches/assists in the implementation of service practices which ensure the highest level of public accountability;
- Provides leadership and resources to management staff in developing and implementing client feedback processes;
- Develops and engages in partnership with other CAS QA leads, OACAS sponsored venues such as QNet, CPIN Reporting Group;
- Establishes and maintains effective relationships with internal and external partners inclusive of the leadership team, the Board, the Ministry, the OACAS, community and professional agencies and institutions and other CAS's.

Key Qualifications:

- Master's degree with credentials related to business analysis, statistics and research techniques and program evaluation
- Minimum 4 years' experience in progressively responsible position, experience in Child Welfare preferred;
- Knowledge of legislation governing child welfare including the CYFSA, Ministry Standards and understanding CAS programs and services, policies and procedures, business strategies, goals, priorities and programs is an asset.
- Excellent knowledge and experience in the application of quality assurance and quality control theory and best practice and the ability to transmit this through training, coaching and mentoring;
- Excellent knowledge of statistical software and database applications.;
- Knowledge of CPIN, the Ontario Child Welfare Single Information platform;

All employees of the Society are expected to demonstrate respect, empathy, and accountability to the children and families we serve and each other, and to attend work regularly as regular attendance is critical to maintaining the highest quality and level of service expected in delivering care to the children and families of our community.

Interested applicants should submit a current resume to careers@hamiltoncas.com or by or Fax: (905) 522-1089, clearly indicating the Job Posting Number (**File #007/19**) by **March 8, 2019**