



Senior Manager, Quality Assurance
(Posted: August. 29th, 2024 – Open until filled)

Job ID #: 24083-Admin

Position: **Senior Manager, Quality Assurance**
ISSofBC- Vancouver Welcome Center
Temporary full-time position (**hybrid or fully remote as negotiated**) at 35 hours per week Monday to Friday or Tuesday to Saturday, **starting as soon as possible**, until January 12, 2026 (maternity leave coverage).

At ISSofBC we believe in:

- ❖ Working with **purpose**
- ❖ Aspiring to **improve**
- ❖ Cultivating **belonging**
- ❖ Being **genuine**

Why choose us!

Join ISSofBC, one of the largest and first newcomer and refugee agencies in Canada. As well as being a values-driven organization, we pride ourselves on diversity, inclusion, innovation, and transparency. You can make lifelong friends and connections when you join our family. What's more, we also have multiple locations and offer flexible working and shorter working weeks than most organizations.

Summary:

This position at ISSofBC will play a critical role in accelerating the development and implementation of quality improvement processes, knowledge, and activities within the organization's broad service portfolio. Working with leadership at all levels, the Senior Manager role will be a pivotal and influential position with the mandate to help drive forward practices to improve client outcomes. This work is a key strategic priority for ISSofBC, and as such we are seeking an experienced quality professional who can help us deliver on these goals.

The Senior Manager for Quality Assurance (QA) is responsible for supporting and overseeing key quality processes, systems, and initiatives within the organization to promote high standards of services and client well-being. Reporting to the organization's two Program Directors and working with a range of executive and other organizational leaders, the Senior Manager for QA will help ensure compliance with external regulations and standards, as well as help identify internal opportunities for quality improvement and / or corrective actions.

Supervisory Responsibilities: Responsible for supervising the Services Analyst role.

How You'll Make a Difference:

- Identifies and recommends appropriate quality standards and parameters for services congruent with internal program frameworks, contract requirements, and external standards programs adopted by the organization.
- Works with program and administrative leaders to develop, implement, and review quality metrics, measurement and assessment tools, processes, and targets to meet quality standards and parameters.

- Ensures the timely reporting of performance against goals, working with program and administrative leaders to develop action plans and corrective action. Coordinates the writing of reports, completion of dashboards, and other publications. Plans and conducts internal audits.
- Leads the organization's preparation for external reviews, audits, and assessments, including accreditation surveys and other programs. Conducts reviews of current practices against standards, recommending changes or improvements that need to be made, and providing support to design and implement these.
- Acts as organizational lead in ensuring critical incident and client complaints / feedback processes and policies are fully implemented. Coordinates reviews and / or investigations where necessary. Collates regular trend and response reports, collating data, and other information about individual incidents.
- Fosters a culture of quality consciousness and improvement among program teams, promoting best practices and proactive problem-solving approaches. Coordinates information and training for staff on quality improvement practices as well as new and changing standards, regulations, etc.
- Keeps current with industry best practices in quality assurance, acting as a conduit to bring knowledge and innovation into the organization.
- Works in collaboration with staff engaged in innovation and / or research projects to integrate quality assurance practices and opportunities into initiatives.
- Performs other related duties as assigned.

What you Bring:

- Bachelor's degree in a social / health service, business administration or relevant care discipline.
- Seven (7) to ten (10) years recent, related experience in quality assurance, risk management, auditing, project management or other relevant roles facilitating and managing quality processes with a wide range of stakeholder groups.
- Certification in quality management desirable.
- Familiarity with third party accreditation processes, such as ISO, CARF, COA, or Accreditation Canada desirable.

What Makes You a Change Maker:

- Demonstrates excellent knowledge of quality improvement principles and methodologies and ability to coach team members on these skills.
- Possesses strong analytical skills with the ability to translate raw data and information into trends, evidence, and understanding.
- Utilizes initiative, vision, independent thinking, and creative problem-solving abilities to implement project plans and realize project completion.
- Effectively manages budgets and project plans with stringent deliverables.
- Maintains a broad knowledge of quality assurance and improvement approaches and methodologies in a community social services setting.
- Utilizes effective facilitation, communication, and negotiation abilities to achieve consensus, resolve conflict and achieve desired outcomes.
- Works effectively under time pressure to meet deadlines, balance work priorities and resolve problems in a timely manner.
- Possesses strong IT and technical skills, with the ability to use and manipulate database, survey, and presentation software and platforms, including Microsoft Office Suite or related software.

ISSofBC Value Proposition

- Expected Hiring Salary: **\$41.94 – \$46.14** per hour.
- 105 hours of vacation and 35 hours of personal leave.
- Extended health and dental benefits upon joining.
- Employee and Family Assistance Program (EFAP).
- Employer RRSP contribution at 3% with no required employee contribution. Optional employee RRSP contribution at 1-5% with employer contribution up to 5%.
- Values-based organization with collaborative peers with a wide range of backgrounds and talents.
- Inclusive culture and innovative workplace with opportunity for new approaches.

ISSofBC's mission and values emphasize inclusivity and recognition of individuals' unique talents. In recruiting and developing our staff, we see strength in diversity of backgrounds, lived experiences, and identities. We welcome and encourage applicants who bring new perspectives and experiences to our team.

Applications must include "**24083-Admin**" in the subject line and can be sent to: jobs@issbc.org. **All applicants are requested to submit a Cover Letter, outlining their interest in this role, and Resume as a single document in doc or pdf format.

For Internal Applicants – existing employees and volunteers, please indicate "INTERNAL <job ID number>" in the subject line. Applicants must be eligible to work in Canada. We thank all applicants; however, only those shortlisted will be contacted for an interview. Applicants must be eligible to work in Canada. We thank all applicants; however, only those shortlisted will be contacted for an interview. **Closing Date: Open until filled**

If you are passionate about making a difference, apply now!