



**Canadian Mental
Health Association**
Windsor-Essex County

Community wellbeing is our sole focus.

INTERNAL/EXTERNAL POSTING

**QUALITY COORDINATOR
NON-BARGAINING UNIT POSITION
ONE (1) PERMANENT FULL-TIME POSITION (35 HOURS/WEEK)
LOCATION: WINDSOR OFFICE**

The Quality Coordinator is responsible for coordinating quality improvement activities under the direction of the Quality and Clinical Practice Specialist within the Quality/Human Resources portfolio. Activities are coordinated with the Board of Directors, Quality Council, Executive Management Team, Managers and staff of the Canadian Mental Health Association Windsor Essex County Branch. This includes facilitation of process improvement efforts in programs and services, providing analytic and technical support, and general project management to ensure implementation of quality improvement initiatives. In this position the individual coordinates the management of a performance excellence system to track and support achievement of annual strategic and operating goals.

The Quality Coordinator is also responsible for ensuring compliance to Accreditation Canada standards of excellence, performance measures identified in Accountability Agreements, performance measures identified in Data Sharing Agreements and related provincial and federal acts and regulations.

The Quality Coordinator will also assume the role of Chief Privacy Officer overseeing all the activities related to the development, implementation, maintenance and adherence to the organization's privacy policies and procedures. These policies cover the collection, use, disclosure and privacy of personal information in compliance with the Personal Health Information Protection Act (PHIPA) and applicable provincial legislation.

Qualifications Required

- Minimum Bachelor Degree in Science, Nursing, Health Care Administration or related health care field deemed relevant by the employer.
- Registered member in good standing of a professional college.
- Certification in health quality management is preferred.
- Minimum three (3) years clinical experience in direct client care as well as in quality improvement, privacy practices, process improvement, quality assurance or total quality measurement with proven effectiveness in project management.
- Experience in accreditation processes is preferred.
- Knowledge of current provincial and federal laws and regulations and accreditation standards related to health care, safety and risk management.
- Experience in data management, statistical applications and audit processes.
- Strong computer skills with proficiency and expertise in Microsoft Office Suites, preparation of graphs, charts and technical reports.
- Effective communication skills with strong presentation and public speaking skills.
- Bilingualism in both official languages at the advanced level is an asset for all agency positions.

Skills required:

- Strong oral and written communication skills are required, with a comfort and aptitude in public speaking or training.
- A compelling, positive personal style with the ability to embed a vision and related objectives and to engage staff at all levels. The ability to enthuse and inspire.
- Consultation skills to provide guidance to employees and provide information to the Leadership Team.
- Ability to develop and maintain constructive working relationships.

Please forward your cover letter and resume clearly stating how your skills and experience meet the position requirements, quoting posting #22-2019 by 4:30pm on Monday, November 18th 2019 to careers@cmha-wecb.on.ca

A full position description is available upon request.

CMHA strives to establish and maintain an inclusive workplace and believes that the diversity of our workforce is an invaluable asset. We are committed to following recruitment and selection practices that ensure all candidates are given a fair opportunity for employment with CMHA.