



EDUCATOR AND CQI SPECIALIST

JOB POSTING

Position Title:	Educator and CQI Specialist	Employee Group:	Temporary Full-time
Department:	Quality Improvement	Classification:	Non-Union
Posting #:	CQI ED TEMP FT 2020-03	Hours/Week:	75 hours per pay, bi-weekly
Application Deadline:	November 18, 2019 – 0900 h	Hours:	Monday to Friday, nights, weekends and evenings may be required
Start Date:	To Be Determined		

Organization Background:

Holland Christian Homes consists of 6 Independent/Assisted Living Towers as well as Faith Manor and Grace Manor which are private, non-profit Christian Long-Term Care facilities situated in the City of Brampton in the Region of Peel. Holland Christian Homes is a dynamic, innovative organization that provides a full continuum of care to individuals in a Christian atmosphere.

We believe that individuals requiring our services have the right to a lifestyle that adequately meets their physical psychological, social, cultural and spiritual needs. These services are provided by fully qualified professional staff who deliver care using a holistic approach to provide quality care and quality of life to individuals.

Holland Christian Homes was awarded Exemplary Standing by Accreditation Canada – come join our winning team!

POSITION SUMMARY:

The Education and CQI (Continuous Quality Improvement) Specialist is responsible for supervision, coordination, evaluation and management of the Education and CQI Programs at Holland Christian Homes. The Education and CQI Specialist provides the vision and leadership to provide direction and motivation for staff and to continually enhance Holland Christian Homes's healthy and safe workplace, its educational curriculum and quality of care and services for residents.

KEY RESPONSIBILITIES:

Quality Improvement

- Lead, plan, design, develop, implement, evaluate and co-ordinate all orientation and ongoing in-service education, staff health and safety and CQI programs in collaboration with Department Managers.
- Develops, implements, and on-going monitoring of Holland Christian Homes's Continuous Quality Improvement (CQI) program.
- Creates, prepares and presents comprehensive reports and summaries when required.
- In conjunction with the Administrators and CEO, ensure the annual development, implementation and evaluation of the Annual Quality Improvement Plan and all associated documents. Publicize results to stakeholders.
- In conjunction with the Administrators and CEO, ensure the annual development, implementation and evaluation of the Annual Quality Improvement Plan (HQO). Publicize results to stakeholders including residents and families.
- Assumes primary responsibility for leadership and Chair of Holland Christian Homes's CQI Committee and the Accreditation process.
- Responsible for creation, distribution, analysis and feedback to families regarding the annual Quality of Life Survey. Obtain Resident and Family Council approval on the survey prior to sending out the survey.

Training and Education

- Design, implement and deliver educational programs including mandatory programs in collaboration with management staff to identify needs and gaps analysis and with using Adult Learning Theory.
- Responsible for all training initiatives that includes develops, designs, revises and interprets a broad range of training manuals including orientation, handbooks and procedures used for internal staff education
- Ensures quality resident and client care through ongoing training and education of all existing employees; develops instructional material to ensure that the staff education plan addresses, at a minimum, all requirements related to the Ministry of Health and Long-Term Care and the Ministry of Labour and monitors the quality of the education provided within Holland Christian Homes related to these requirements.
- Encourages staff members to participate in CQI activities, staff health and safety programs, continuing education, in-service programs and mandatory programs.
- Completes a formalized needs assessment annually each year including informal assessments of staff knowledge/skills, organizational needs, resident and tenant needs, standards and legislations, risk indicators and feedback from all stakeholders.
- Ensure all new employees attend an organized general orientation and department specific program that outlines the mission, philosophy and expectations of Holland Christian Homes and that responds to learning needs to be oriented to Holland Christian Homes and their assigned position.
- In conjunction with department managers, review and revise annually or more frequently departmental and orientation programs in order to reflect the changing needs of the resident population and the learning needs of new staff.
- Ensure that the in-service education program takes into account those factors that residents and tenants indicate are important to their quality of life and which affect their care.
- Maintain a good knowledge of Ministry of Labour, LHINS, Ministry of Health and legislative standards and criteria for resident care, programs and services in LTC Homes, and CSS Programs.
- Maintain appropriate statistical and documented information relative to all educational, staff health and safety related issues and CQI activities.

QUALIFICATIONS:

- Registered with a professional College with preference given to applicants with graduate level education in health sciences or adult education.
- Extensive experience in staff education in a healthcare or similar organization.
- Previous experience working with the elderly.
- LEAN certified is an asset
- Familiar with Accreditation Canada or CARF
- Considerable experience in strategic and operational planning, quality improvement, risk management, financial management and internal controls.
- Leadership style that creates a learning environment, encourages participation and commitment to organizational objectives and values the contribution of staff.
- Excellent ability to motivate, lead, train, and manage staff in a fast-paced environment.
- Highly developed interpersonal, conflict resolution, project management and problem solving skills
- Ability to interact and communicate effectively both orally and in writing at all levels of the organization.
- Well developed management development level report writing and presentation skills.
- Proven ability to analyze data, implement quality improvements, solve problems and resolve conflicts.
- Sound knowledge of government legislation related to long-term care and occupational health and safety.
- Proven ability to meet deadlines and manage multiple assignments.
- Must have good organizational skills when maintaining accurate and updated information and files.
- Familiar with Microsoft Office such as Word, Outlook, Excel, PowerPoint, etc
- Experience with Surge Learning is preferred.
- Ability to work independently as well as in a team-oriented environment.
- Ability to work flexible hours including evenings, nights and weekends.
- Satisfactory Vulnerable Sector Screening
- TB Test, Annual Flu immunization (unless medically exempt)

Interested and qualified applicants should forward a Resume and Cover Letter (as ONE document in PDF format) to: Human Resources e-mail: jobs@hch.ca

Holland Christian Homes welcomes diversity in the workplace and encourages applications from all qualified individuals.

Holland Christian Homes is committed to providing accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). If you require accommodation for disability during any stage of the recruitment process, please indicate this in your cover letter.

Applicants agree that by providing personal information in response to this posting, and otherwise in any recruitment process with the Company, such personal information may be retained and used by HCH for a period of one (1) year from the date of this application, for the purpose of consideration for employment opportunities which may arise during that time period, unless an Applicant notifies the Company to the contrary.”

We thank all applicants for their interest in this position, however, only those individuals selected for an interview will be contacted. No phone calls please.