



Continuous Quality Improvement (CQI) and Risk Mitigation Specialist

JOB POSTING

Position Title:	CQI & Risk Mitigation Specialist	Employee Group:	Permanent Full-Time
Department (s):	Grace and Faith Manors	Classification:	Non-Union
Posting #:	LTC CQI PERM FT 2024-01	Hours:	37.5 hours per week; evenings, weekends, or on-call may be required
Application Deadline:	Until filled	Start Date:	ASAP
Application Details:	Submit a resume and cover letter		

Do you have experience in quality improvement through evidence-based practice? Are you ready to up your game through statistical analysis? Do you want to statistically improve your organization? Are you a collaborator with great ideas on training people to be their best? Consider expanding your horizons and join Holland Christian Homes as our new Continuous Quality Improvement (CQI) & Risk Mitigation Specialist!

Reporting to the Administrator(s) of both Faith Manor and Grace Manor, the Continuous Quality Improvement and Risk Management Specialist is responsible for coordinating risk management and quality improvement activities at both Faith and Grace Manor by fostering a culture of continuous quality improvement with a focus and emphasis on residents, and safety. The incumbent provides leadership and support for quality and risk-related initiatives within the Manors, and supports the coordination and delivery of related training activities.

Organization Background:

Holland Christian Homes Inc., is a dynamic, innovative organization that provides a full continuum of care to individuals in a Christian atmosphere. It consists of two long term care homes and 6 assisted living/independent living apartment towers located in Brampton.

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.

Specific responsibilities include:

- Responsible for coordinating the Quality Program and the Resident Quality Inspection process
- Collaborates with the Administrators in planning, organizing leading, documenting and reporting on HCH's Quality Improvement Plan (QIP), strategic planning and operational planning processes, including internal and external stakeholder consultations
- Leads the Specialized Program, Quarterly CQI Meeting, and Annual Program Evaluation Days
- Utilize best practices including resources from Health Quality Ontario to advance quality improvement activities in each respective Manor
- Monitors indicators on public website of Health Quality Ontario (HQO) and Your Health System
- Ensures all quality management and risk management related activities are complete, reviewed, discussed with follow-up actions identified as required
- Utilize evidence-based practices to further drive quality improvement initiatives
- Collaborate with the Training and Development Coordinator in developing training and education for employees
- Annually develops the Risk Management Plan to be signed by the Board of Directors. Develops a risk framework document of identified risk and Risk Management Tracking summary, which is based on statistical analysis of all measures collected.
- Designs, develops and presents relevant quality and risk related data on the Quality board
- In collaboration with the Training and Development Coordinator, co-lead the RNAO Best Practice Guidelines program in both Manors including implementation and follow-up on BPG, training and development



- Other additional duties as required

Qualifications:

- Preference given to those Registered with a professional (Regulated Health Profession) College. Preference given to applicants with graduate level education in health sciences or adult education.
- Extensive experience in quality improvement, evidence based practices, data driven action planning within in a healthcare or similar organization.
- Experience in strategic and operational planning, quality improvement and risk management
- Ability to demonstrate diplomacy and professionalism when working with families and other professionals.
- Exceptional interpersonal and customer service skills
- Demonstrated success in communicating with all levels of the organization that includes communicating effectively with staff, residents, families/visitors delivery/service personnel and the general public.
- Excellent problem solving, conflict resolution, and decision making skills.
- Good judgment skills and the ability to handle and maintain confidential information
- Ability to multi-task and prioritize workload.
- Ability to work independently as well as function as part of a multi-disciplinary team.
- Ability to be proactive and take initiative where required.
- Ability to focus on assigned tasks
- Detail-oriented and professional
- Ability to effectively handle multiple tasks simultaneously
- Ability to work under conditions of frequent interruption, being undisturbed by the complexities and variety of minute details.
- Competence in computer applications including Microsoft Office and Outlook.
- Demonstrated ability to observe boundaries, engage in appropriate emotional regulation, refrain from dual relationships with residents, maintain confidentiality, and engage in reasonable self-care strategies designed to reduce stress by balancing work/life responsibilities.
- Ability to read, write, and speak English. Ability to understand and/or speak the Dutch language an asset.
- A satisfactory and current Vulnerable Sector Screening.
- Evidence of a negative TB including flu shot and full COVID-19 vaccination.

**Interested and qualified applicants should forward a Resume and Cover Letter as
ONE Document (PDF format) in confidence, to:
Human Resources Department – 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.

Disclaimer:

In keeping with Long Term Care reform, best practices, funding and direction this position may later require knowledge, skills, abilities and working conditions not noted here