



Peel Children's Aid is a progressive child welfare agency serving children and their families throughout the diverse communities of the region of Peel.

At Peel CAS, our mission is to protect children and strengthen families & communities through partnership. We are currently seeking the following professional to join our team:

Quality Improvement Consultant

(Full-time Permanent)

SUMMARY OF DUTIES & RESPONSIBILITIES

Reporting to the Quality and Organizational Improvement Manager, this position performs a variety of roles to contribute and promote best practices in performance measurement and the alignment of measurement standards across organization. The role will plan multiple projects simultaneously using Project Management Framework. This position has responsibility to ensure that information and data is available to support appropriate stakeholders in well informed decision making.

PRINCIPLE RESPONSIBILITIES

- Support the agency's continuous quality improvement. Analyze and interpret data to support planning, decision making and evaluation to identify future directions.
- Monitor progress of agency's performance indicators; incorporate comparative analysis and present the information to multiple internal and external audiences.
- Lead client feedback projects to support organizational goals and objectives using variety of methods and techniques.
- Research, design and implement continuous quality improvement activities including but not limited to: program reviews, program evaluations and introduction of new indicators to measure outcomes. Facilitate and coordinate research studies including assistance in management of the agency's research review process.
- Undertake and coordinate service audits and support investigations related to performance standards and legislative compliance (e.g. PACY, client complaints), revise organizational policies and procedures if required.
- Effectively utilize formal project management tools and techniques, which include creating and maintaining project schedules and work breakdown structures, estimating time and resource requirements, establishing deadlines, monitoring completion of milestones, coordinating actions, and resolving conflicts.
- Build organizational capacity through consultation, coaching and training using variety of methods.
- Support CPIN implementation project.

JOB SPECIFICATIONS/COMPETENCIES

1. Understanding of child welfare agency's mandate, organizational structure, policies and procedures and the operational planning processes.



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2. Knowledge of performance measurement frameworks and experience in developing, implementing and reporting performance indicators.
3. Demonstrated knowledge of qualitative and quantitative research methods and evaluation techniques.
4. Strong knowledge of data management, database construction, and statistical analysis (i.e., multivariate analyses such as regression, survival analysis), including proficiency with statistical software, e.g., SPSS, and data visualization tools.
5. Excellent knowledge of Microsoft Office applications, including Excel, Word and PowerPoint.
6. Experience in writing policies and procedures.
7. Strong interpersonal and communication skills to build relationships and deal effectively with all levels of staff.
8. Ability to work independently with a high degree of initiative and creativity in problem solving.
9. Ability to quickly and efficiently react to situations arising when surveying clients and stakeholders, e.g. foster parents and responding to client complaints.
10. Excellent verbal and written communication and presentation skills.
11. Strong project management skills.

QUALIFICATIONS

Education: Undergraduate or graduate degree in a related field

Experience: 6 or more years experience in progressively responsible related positions

HOURS OF WORK

- 9am-5pm, Monday to Friday
- Working hours may vary and applicants must be flexible to work outside of standard office hours

SALARY: Grade 7 Union (68,232 - 88,558)

If you care deeply about the welfare of children and want to work in a dynamic and challenging environment, we'd like to hear from you.

Please submit your cover letter and resume indicating the competition number "PCAS17-113" via email to resumes@peelcas.org by October 16, 2017.

We thank all candidates for their interest however only those considered for an interview will be contacted.



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Peel Children's Aid is committed to diversity in the workplace and is an Equal Opportunity Employer. Should you require accommodation during the recruitment and selection process, please inform human resources so that we can ensure your equal participation in this process.

Please visit our website at www.peelcas.org