



BRUCE GREY CHILD & FAMILY SERVICES

CPIN and Quality Lead

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| POSTING #: | 2024 - 17 |
| EMPLOYEE GROUP: | Temporary Backfill, CUPE, Fulltime |
| FROM: | As soon as possible |
| TO: | March 2026 |
| # OF POSITIONS: | 1 position |
| DEPARTMENT: | Business Administration |
| REPORTS TO: | Director of Business Administration |
| LOCATION: | Owen Sound |
| SALARY: | Classification 4 (\$57,906 - \$74,476) |
| HOURS PER WEEK: | 35 hours/week |
| DATE POSTED: | November 15, 2024 |
| CLOSING DATE: | November 26, 2024 |
| POSTING TYPE: | Internal & External |

Please submit your application quoting posting number above to Human Resources at hr@bgcfs.ca before 4:30pm on the closing date.

Proof of COVID-19 Vaccination is not a pre-requirement of employment at this time; however, it is recommended. Should Public Health requirements change in the future all employees would be required to provide proof of vaccination.

PURPOSE STATEMENT

Reporting to the Business Administrator, the CPIN and Quality Lead is responsible for project lead work for all CPIN and Quality requirements and initiatives. This position will participate in provincial initiatives such as Quality Networks and CPIN Sustainability. Incumbents will be responsible for Implementing, managing, updating and sustaining data bases such as CPIN and Durham Dashboard

MAIN DUTIES & RESPONSIBILITIES

Legislative Compliance and Accountability

- Project lead activities that support agency compliance. This may include planning and implementation for Policy Directives, regulatory changes, changes to Ontario Child Welfare Standards and internal practice and accountability projects.
- Ensuring organizational readiness for CPIN updates, implementation of harmonized processes and impact to CPIN from service changes arising from legislative and regulatory processes.
- Support the development and amendments of agency standards and procedures as needed
- Participating in user group activities and work related to the Durham Data Solution.
- Assist in the execution of quality activities that support the BGCFS Mission, Vision and strategic objectives.
- Ensure public and internal reporting and quality management of Key Performance Indicators
- Ensure reporting and quality management of Standard Quality Improvement Plans ("SQIP")

Project and Systems Support

- Manages activities that support functional area programs and projects.

- When requested, provides initial consultation to all functional areas to support project plans and ensure they have identifiable and reportable measures
- Works closely with SOS implementation and training committees
- Project lead for unit priorities such as service user experience, Serious Occurrence Reporting and Residential licensing (SOR-RL)
- Quality lead for Foster Care Licensing and Extended Society Care review
- Supports quality activities on a regional and provincial level including regional touchpoints and provincial Quality Network (“QNET”) work
- Participate in User Acceptance Testing where possible and for CPIN and provincial design teams
- Develop and foster relationships with external partners, CAS’s, government agencies, ministry staff

Organizational Support

- Support the development of the BGCFS QA unit by ensuring organizational integration, and that outcomes and service practices are evaluated using information that is available, tracked and reportable.
- Escalates issues that have significant internal and/or external impact to the team or department leader
- Manage employee access to CPIN and Durham Dashboard and training environment including assigning roles and team management functions
- Develop and implement a workplan for Quality and CPIN needs.
- Develop, implement, assess and look for efficiencies in work processes
- Provide training in areas of quality and CPIN that support BGCFS staff in providing service excellence
- Create documents to communication QA activities, outcomes and/or needs
- Mapping data collection processes to identify sources and destination and ensure data integrity
- Provide input into the organizational training needs assessment
- Develop and implement a CPIN and Quality competency assessment for Employees

Relationship Management

- Demonstrates behaviours, actions and attitudes that are consistent with BGCFS’s vision, mission and values
- Ensures effective and professional communications with all internal/external contacts
- Develops and maintains collaborative relationships at all levels in order to build trust and confidence in the services provided
- Establishes positive relationships with key stakeholders, internal and external to the BGCFS such as other agency staff, community groups, foster homes, the police, volunteers, schools and medical and other professionals
- Shares information according to privacy and/or confidentiality guidelines
- Ensures timely and accurate communication with their designated manager or covering manager
- Demonstrates excellent crisis intervention skills when required
- Respects ethnic, spiritual, linguistic, familial and cultural differences

Team Building

- Develops professional working relationships with team members
- Works respectfully, positively, and collaboratively within a team environment sharing experiences and lessons learned
- Actively participates and engages in supervision with their supervisor on a regular basis
- Actively participates and engages in team and staff meetings, service training sessions and other meetings/sessions as required

- Supports the team and works with team members to ensure department and caseload needs are met including absence coverage

• ***Other Related Activities***

- Knows and adheres to all applicable BGCFS policies, procedures and relevant administrative practices
- Strives to meet or exceed all accountabilities and achieve continuous quality improvement and excellence in all activities and outcomes
- Ensures own expenditures adhere to BGCFS policies and are submitted in a timely way in accordance with the Standards and Procedures
- Participates in mandatory learning/education to maintain and update skills and knowledge whenever deemed necessary
- Implements new procedures and controls deemed necessary by management
- Assists in the training and orientation of peers
- Works in compliance with the provisions of the Occupational Health and Safety Act of Ontario and the regulations Participates on internal and/or external committees as required
- Participates on internal and/or external committees as required
- Participates in special projects and performs other duties as required

KNOWLEDGE, EDUCATION, EXPERIENCE, SKILLS & ATTRIBUTES

Qualifications

- Minimum of four (4) years' experience working with the Child Protection Information Network including but not limited to: Curam, Cognos and Oracle applications
- BA required, BSW preferred.
- Experience creating and delivering presentations to all levels of the organization including board of directors is considered an asset
- Experience managing small to medium projects
- Knowledge of legislation, regulations and standards governing child welfare, including CYFSA and its regulations, Ministry Child Welfare Standards, Interagency Protocols and CPIN Companion Documents
- Solid knowledge of casework practice
- Solid knowledge of industry software applications including CPIN, Eforms, CWIS and Fast Track
- Satisfactory Police Records Check is required
- Valid Driver's License and access to a reliable motor vehicle with appropriate business class liability insurance is required

General Skills and Attributes

- Systems leadership
- Exhibits an enterprise system vision and can mobilize people around that vision and its execution
- Demonstrates the leaderful skills
- Knowledge of adult learning theory and ability to translate it to the needs of CPIN learners.
- Excellent mentoring, coaching and communication skills to provide instructions and guidance to staff with respect to activities, challenges, and questions.
- Excellent interpersonal and customer service skills to establish supportive relationships with staff and act as an effective point of contact for staff
- Good ability to use MS Office applications (e.g. Word, Excel)
- Solid written, oral communication and interpersonal skills providing constructive, meaningful and timely interaction with all levels of staff

- Ability to think analytically with attention to detail in the presence of frequent interruptions
- Excellent understanding and commitment to quality service and best practice
- Highly detail-oriented
- Accountable for own actions and decisions, making decisions within the scope of the position and referring issues/problems/events to the supervisor as required
- Flexible, adaptable and responsive to change
- Ability to deal with highly sensitive and personal information in a confidential manner
- Excellent ability to analyze information, problem-solve and make good decisions
- Self-directed with a solid ability to organize, plan, prioritize and multi-task
- Excellent written documentation skills that are clear, thorough, concise accurate and timely
- Demonstrated critical thinking
- Ability to work with and meet tight timelines

EFFORTS & WORKING CONDITIONS

- Work is primarily performed at a desk in a normal office environment with regular meetings with children, families, and other professionals
- Intermediate periods of sitting and computer/phone use
- The incumbent generally has the freedom to move about or change position at will
- Multi-tasks within a fast-paced, high-volume, and demanding environment
- Absorbs and interprets information from multiple parties on a regular basis
- Required to listen to and reconcile multiple points of view being discussed/presented
- Frequent interruptions often dealing with critical issues
- Frequent travel within the BGCFS region
- Occasional travel to the three BGCFS office sites
- May be exposed to potentially hazardous environments including driving conditions, volatile situations, and visits to client's homes.
- Occasional lifting of children or heavy objects may be required

DISCLAIMER

The preceding position description has been designed to indicate the general nature, level and scope of the work performed by this position. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position.

BGCFS COMMITMENTS

We are committed to having a workforce that is reflective of the diversity of the community and strongly encourages application from all qualified individuals, especially those who can provide different perspectives and contribute to a further diversification of ideas.

We are committed to a selection process and work environment that is inclusive and barrier free. Accommodation will be provided in accordance with the Ontario Human Rights Code. Applicants need to make any accommodation requests for the interview or selection process known in advance by contacting the Human Resources Department at hr@bgcfs.ca. Human Resources will work together with the hiring committee to arrange reasonable and appropriate accommodation for the selection process which will enable you to be assessed in a fair and equitable manner.