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## **QUALITY IMPROVEMENT MANAGER FULL TIME – Fifteen (15) Month Contract**

The Quality Improvement Manager is responsible to for activities undertaken to obtain Accreditation from Accreditation Canada, Excellence Canada and other quality improvement activities

### **SCOPE**

Reporting to the Accreditation Coordinator and Executive Director, the Quality Improvement Manager is responsible to provide in-person support by assisting with planning and developing, implementing, monitoring, and analyzing of Across Boundaries 2023 Accreditation process along with Excellence Canada accreditation process.

The Quality Improvement Manager will work closely with Accreditation Coordinator to plan, implement, monitor and evaluate all activities required to ensure that a continuous four-year Accreditation survey cycle is maintained. The Quality Improvement Manager coordinates activities and assists with developing agency wide action plans while applying project management methodology including planning, communication, monitoring, project and program evaluation techniques to ensure that the implementation of quality and best practice standards are done efficiently and effectively.

The Quality Improvement Manager works collaboratively with the Accreditation Coordinator, the Executive Director, leadership team, staff personnel (unionized and non-unionized) and clients and family members to facilitate successful accreditation. The Quality Improvement Manager works with colleagues to ensure that an integrated approach to service planning occurs throughout Across Boundaries. The Quality Improvement Manager maintains relationship with staff to share and develop best practices approaches for a successful accreditation.

### **Position Deliverables:**

- Provide advice and subject matter expertise on the processes used by Accreditation Canada and Excellence Canada in the development of policies and procedures relating to Accreditation
- Participate in a variety of planning meetings and activities at Across Boundaries

- Organizes and supports the tracking and evaluation of all activities related to a successful Accreditation
- Tracks service and program initiatives and indicators enabling compliance with Accreditation Canada and Excellence Canada standards
- Assist with managing information input into Accreditation portals
- Work with the Accreditation Coordinator to coordinate Mock Tracer activities including the coordination of schedules and aligning appropriate tracing of priority processes to facilitate organizational readiness for the surveys
- Prepares minutes, agenda and reports for all levels of organization, ensuring timely follow-up on action items
- Proactively brief Accreditation Coordinator and Executive Director on any related program changes, evaluation frameworks etc.
- Assist with the evaluation of the Accreditation process and make recommendations

**The successful candidate will have:**

- Completion of an undergraduate degree in Business Administration (preferred)
- minimum of 3 years' experience working in the Canadian Health and Social services sector or equivalent
- Knowledge of project management principles
- Knowledge of the Accreditation Canada and Excellence Canada standards
- Ability to acquire and apply knowledge of different bodies of legislations including, mental health and addictions acts, PHIPA, etc.
- Direct experience working with Accreditation Canada (preferred)
- coordinating projects in Canada an asset
- Ability to develop and maintain positive working relationships with staff personnel, communicate program information, obtain and respond to feedback from staff
- Excellent organizational and engagement skills, including presentations
- Excellent communication skills, both written and verbal
- Ability to work with wide range of data collection sources in health administration
- Ability to synthesize pertinent information into an easily comprehensible format for a technical audience, including presentations, summaries and facts sheets
- Advance proficiency with computers
- Ability to work independently and collaboratively within a team
- Strong organizational/follow-up skills with attention to detail and ability to multi-task and set priorities under tight timelines

**ADDITIONAL REQUIREMENTS**

Proof of immunization in keeping with the current public health practices is required

Deadline: until position is filled

Salary: \$70,000 - \$75,000 (per annum)

*Across Boundaries is strongly committed to the principles of anti-racism/anti-oppression, resisting anti-Black racism and adheres to the tenets of the Ontario Human Rights Code.*

*We encourage applications from all racialized communities, ethnic origins, religions, genders, 2SLGBTQ++ abilities.*

Please send your resume to:

Genie Policarpio, Office Manager

Across Boundaries: An Ethnoracial Mental Health Centre

51 Clarkson Avenue, Toronto, Ontario, M6E 2T5

Fax: 416-787-0812 Email: [genoveva@acrossboundaries.ca](mailto:genoveva@acrossboundaries.ca)

We thank all those who apply, however, only those selected for an interview will be contacted