

Home and Community Care Support Services offers a wide-range of quality health-care services and resources to support people of all ages at home, school and in the community. In addition to planning, delivering and coordinating care for thousands of people each day in Northeastern and Northwestern Ontario, we also manage eligibility and admissions to long-term care homes. We need caring, motivated people to join our multi-disciplinary team who are driven to help others and make a difference in their community.

We have the following full-time permanent position available:

Director, Quality and Risk

Location: Any North East or North West Home and Community Care Support Services area

Job Posting #209-22

Currently reporting to the Vice President, Home and Community Care Support Services, this position supports and enables an organizational culture of excellence in quality improvement and risk management and provides leadership and direction for quality in patient service delivery and business processes at both an organizational and system level.

KEY ACCOUNTABILITIES:

- Leads a team who provides guidance and recommendations regarding quality and risk matters based on best practices and industry standards, including counsel to the management team regarding areas for improvement and areas of high risk.
- Leads the development, implementation, monitoring and reporting of Patient Safety Plans, organizational Quality Improvements plans, Enterprise Risk Management.
- Creates and provides appropriate quality management reports and analysis of performance against established standards and metrics, highlighting areas of concern.
- Leads the development of policies, procedures, and tools to identify and address areas of risk for patients, service providers, staff, and the organization as a whole based on integration of evidence based risk management practices.
- Establishes and sustains effective working relationships with stakeholders at all levels to instill quality improvement and monitoring as an integral part of business activities.
- Supports the planning, design and implementation of standards of performance for service provision using qualitative and quantitative measures.
- Develops, coordinates and implements strategies and initiatives that support quality improvement of service delivery systems and processes based on best practices.
- Leads the development of an internal audit plan; ensures analysis and appropriate communication of the audit findings.
- Supports the Vice Presidents in appropriately reporting risks to the CEO and the Board of Directors, and where appropriate, externally e.g., Ministry of Health.
- Reports risks with causes, impacts or mitigations beyond scope of responsibility to senior management.
- Collaborates, investigates, informs and guides patient relations as it relates to complaints and risk events.
- Leads the development of risk management protocols and risk management activities addressing safety of patients and staff as well as legal and financial liabilities.
- Leads routinely scheduled organization and system wide risk identification and assessment with management team, funded health service providers, contracted service providers and other stakeholders.

- Oversees emergency preparedness and response planning at an organizational level.
- Participates in provincial, regional or local committees and/or working groups related to Quality and Risk.
- Leads organizational Infection, Prevention and Control strategies.
- Oversees legal and other claims and associated processes and reporting.
- Provides leadership, implementation oversight for the organizational Ethical Framework.
- Provides oversight and support to team leadership regarding privacy and health records matters.

POSITION REQUIREMENTS:

- A post-secondary degree in a health, business administration or related field is required. A registered health professional designation is preferred.
- Completed programs in quality improvement (i.e. LEAN, Six Sigma, risk management, health law and/or risk management) are assets.
- Minimum of five (5) years' of health related experience, including a minimum of three (3) years' experience in a leadership role being essential.
- Experience and working knowledge of organizational quality and risk standards, best practices based on accreditation standards, Infection Control and Prevention practices, and patient safety standards.
- Demonstrated experience leading quality improvement and/or Enterprise Risk Management.
- Effective communication skills including listening, presenting, and articulating conveyance of messages in an honest, open, transparent and straight-forward style.
- Results-oriented leadership style that encourages empowerment and collaboration while demonstrating strong decision-making ability.
- Negotiation and strategic business acumen that encourages positive outcomes and is a visible leader with patient-service orientation.
- Strategic thinker who is able to develop short-term and longer-term plans that reflect current trends while identifying priorities for relevancy and leadership in the future is able to operationalize strategies to execute key priorities.
- Strong change management skills, able to focus priorities, encourages and holds themselves and others accountable.
- Knowledge of privacy legislation, policies, guidelines and Home and Community Care Support Services requirements.
- Understanding of Home and Community Care Support Services and Ontario healthcare system.
- Verbal and written proficiency in English is essential with proficiency in French being an asset.

Should you be interested in applying for this exciting career opportunity, please forward your cover letter and resume via email to NEcareers@hccontario.ca by 4:30 pm **November 13, 2022**. For more information on Home and Community Care Support Services North East, please visit us at <http://healthcareathome.ca/northeast>.

Individuals with a disability requiring accommodation during the application and/or the interview process should advise the recruitment contact so arrangements can be made.

Please reference job posting #209-22 when applying.

Home and Community Care Support Services is an equal opportunity employer and all applicants are welcome. We thank all applicants; however, only those candidates selected for an interview will be contacted.

Home and Community Care Support Services has implemented a mandatory vaccination policy across the province that requires all staff to be fully vaccinated against COVID-19. Applicants being considered for employment will be required to provide proof of vaccination documentation confidentially to Human Resources upon hire. Any medical or human rights exemption requests will be reviewed and validated prior to an offer of employment.