

Home and Community Care Support Services North East offers a wide-range of quality healthcare services and resources to support people of all ages at home, school or in community. In addition to planning, delivering and coordinating care for thousands of people each day in Northeastern Ontario, we also manage eligibility and admissions to long-term care homes, short stay respite, assisted living, and adult day programs. We need caring, motivated people who are driven to help others and make difference in their community, to join our multidisciplinary team.

We have the following permanent, full-time position now available:

**Quality and Risk Advisor**

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

**Job Posting #222-22**

Reporting to the Director, Quality and Risk, this position is responsible for functions related to patient complaints and appeals, patient safety, organizational quality improvement, risk management, emergency response planning, and infection control.

**KEY ACCOUNTABILITIES:**

- Manages the internal Risk Event and Feedback System (REFS) in order to validate, classify, and assess risk of patient complaints and safety events;
- Works across the organization and with external service providers to address patient risks and complaints reported through REFS;
- Utilizes patient-related information from various sources (Client Evaluation Surveys, Quality Reports, etc.) to inform Care Coordination, Clinical Services and Service Provider Organizations on best practice and opportunities for improvement;
- Engages Patient and Family Advisor Committee in quality improvement planning and initiatives;
- Participates on work groups, committees and projects involving quality improvement and risk management;
- Develops and supports comprehensive systems to prevent, detect, report and investigate patient safety events, system non-conformances and complaints;
- Prepares quality and risk reports;
- Supports and facilitates the accreditation program and patient satisfaction surveys;
- Provides timely and meaningful support, coaching, facilitation and support in meeting accreditation standards, as well as recommended quality and risk standards;
- Coordinates the development of the organizational quality improvement plan (QIP);

- Assists in planning, developing, implementing, evaluating and maintaining the emergency management plan, pandemic plan, evacuation plan, and business continuity plans;
- Supports the coordination and implementation of Infection Prevention and Control (IPAC) practices, policies and procedures;
- Participates on internal and inter-agency teams/committees to improve processes regarding patient care across the continuum;
- Supports and/or leads specific internal quality improvement initiatives.

**POSITION REQUIREMENTS:**

- Relevant university degree or recognized equivalent work experience;
- Certification as a Regulated Health Professional is an asset;
- Minimum 3-5 years practical and related experience in quality improvement and risk management in the healthcare field;
- Knowledge and experience in managing patient/consumer complaints and patient safety events;
- Knowledge of quality improvement tools, techniques and measures;
- Knowledge of best practices on accreditation standards, IPAC practices, and reliable sources for research;
- Experience with various statistical methods, tools and analysis;
- Knowledge of risk management theory and processes;
- Knowledge of the Patients First Act, Excellent Care for All Act, the Home Care and Community Services Act and other relevant health care legislation;
- High level of computer literacy in spreadsheets, databases, presentations and standard Microsoft Office software;
- Project management, planning and implementation experience preferred;
- Ability to work both independently and with a team to support portfolio goals, plans and business objectives;
- Proven ability to work on projects involving stakeholders from diverse areas and organizations;
- Valid driver's license and a vehicle;
- Superior oral and written proficiency in English is essential, with oral proficiency in French being an asset.

**SALARY:** Commensurate with qualification and experience and subject to job evaluation.

Should you be interested in applying for this exciting career opportunity, please forward your cover letter and resume via email to [NEcareers@hccontario.ca](mailto:NEcareers@hccontario.ca) by **4:30 p.m. on January 19, 2023**. 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 #222-22 when applying.**

*Home and Community Care Support Services North East is an equal opportunities employer and welcomes applications from all suitably qualified persons. We thank all applicants for their interest; however, only those 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.