



MNAASGED CHILD AND FAMILY SERVICES, EMPLOYMENT OPPORTUNITY – QUALITY ASSURANCE SPECIALIST

GENERAL DESCRIPTION

Reporting to the Director of Services, the Quality Assurance Specialist is responsible for reviewing all Child Protection data submitted for input into the database to ensure adherence to and assess compliance with MCFS policies, procedures and provincial requirements and recommend remedial actions. The Quality Assurance Specialist will complete file audits, program reviews, child death reviews, funding and data analyses, foster care licensing, and MCFS accreditation practices. The position is required to write policies and procedures.

RESPONSIBILITIES:

Services Support:

Continually review and plan for improvements to the scope of the MCFS's child welfare programs and services by providing outcome reports, practice reports and compliance reports, such as.

- Identify MCFS-wide needs for quality service improvements
- Develop systems to support and encourage the move towards a continuous quality improvement process
- Identify a system to improve service delivery with performance measures
- Review gaps in service delivery and opportunities for improvements using existing case review processes

Human Resources Support:

Continually review and plan for improvements to human resource processes, such as: .

- Identify and develop a system of core competency training requirements for staff
- Analyze performance gaps in training and link desired practices to requests for training
- Provide in-house training opportunities

Governance Support:

Ensure the development of an inclusive approach to system improvements that engages all major child welfare stakeholders including leadership, staff, service recipients and community members, such as:.

- Identify opportunities to demonstrate an MCFS committed to providing quality service delivery that focuses on safety, permanency and wellbeing for children and families
- Continually assess the MCFS's organizational readiness and benchmarks for quality assurance
- Ensure opportunities exist for skill development with Board Members
- Review, make recommendations, and become MCFS lead regarding external research opportunities

Financial and Infrastructure Support:

Ensure the financial and infrastructure systems are able to meet the demands of service delivery.

- Ensure the Information Technology System is operating at an optimal level on an ongoing basis
- Assist in developing reports and reviews that identify capital infrastructure needs
- Include quality expectations in budgets
- Ensure a system is developed to monitor the receipt of the MCFS's Quarterly Certificate of Compliance with requirements)

Relationship and Team Building:

Work collaboratively and cooperatively with all levels to support the use of family-centered, strengths-based, child-focused practices while assisting families in building their capacities to provide safe and nurturing environments for children.

Administration:

Complete administrative functions and adhere to all MCFS policies, procedures and relevant practices.

QUALIFICATIONS

Minimum Education

- Honors Bachelor of Social Work (HBSW) or related degree

Minimum Experience

- One year of management and administration experience in a child welfare protection or social service MCFS

Knowledge Requirements

- Knowledge of MCFS programs and services
- Respect for, sensitivity towards as well as knowledge and understanding of Indigenous culture, and traditions
- Strong knowledge of the Child and Family Services Act, Eligibility Spectrum, Ontario Safety Assessment, Family Risk Assessment and Strengths and Needs Assessment



- Knowledge of First Nation service delivery, customs and traditions in responding to child welfare
- Knowledge of external services and service agencies

SPECIAL SKILLS

- Excellent computer skills with MS Office software
- Strong interpersonal skills
- Excellent oral and written communication skills
- Excellent organizational and planning skills
- Excellent time management skills

Other Requirements

- Must provide a clear Police Records Check with Vulnerable Sector Check
- Must have a Class 'G' Ontario Driver's License, access to a vehicle and the ability to travel

SALARY **\$46,000 – 50,000.00**

Hours of Work

Hours of work are generally 8:30 am – 4:30 pm for a 37.5 hour work week, Monday to Friday with half an hour (30 minute) lunches. As well, the successful candidate must be able to work as required some evenings and weekends

This is a permanent full time position.

Pension and benefits become available upon completion of 6 month probationary period

CLOSING DATE: March 31, 2021

Mnaasged gives preference to any First Nation applicants for any employment opportunities as per Section (16)1 of the Canadian Human Rights Act.

Anyone requiring more information about our agency or this position may contact:

Allen Deleary, Human Resources Developer

allen.deleary@mnaasged.com

(519) 289-1117 ext. 237

Please forward your cover letter, resume and 3 working references letters via fax, email or mail to:

Human Resource Department

Mnaasged Child and Family Services

311 Jubilee Rd. Muncney, ON N0L 1Y0

allen.deleary@mnaasged.com

Telephone: 519-289-1117, Fax: 519-289-289-3068

Closing Date for this Position:

Wednesday, March 31, 2021

@ 4:30 pm