



**Canadian Mental  
Health Association**  
Lambton Kent  
*Mental health for all*

**Association canadienne  
pour la santé mentale**  
Filiale de Lambton Kent  
*La santé mentale pour tous*

**Quality Coordinator  
1 Temporary FT Contract – 18 mths  
Sarnia site**

At CMHA, our vision is to have mentally healthy people in a healthy society. As a leader and champion for mental health, CMHA Lambton Kent provides services and facilitates access to the resources people require to maintain and improve mental health. Our efforts promote community integration, build resilience, and support recovery from mental illness.

This role provides expertise, tools and means to promote the implementation of the Quality Framework through all continuous quality improvement activities in the organization. This job entails educating and coaching staff on QI, monitoring QI projects and evaluating outcomes. This individual delivers support to track, present and communicate data across the organization. This position acts as the coordinator for the ongoing responsibilities of Accreditation.

Reporting to the VP of Community Services and Organizational Effectiveness, the incumbent will be responsible for the following functions:

- Champions the development of an organization culture of a systematic approach to quality improvement and client safety.
- Participates in Program Evaluations, FEMA events and various other quality initiatives. Prepares standardized data report slides associated with quality events.
- Write quarterly synopsis of quality improvement initiatives and upload to the Intranet.
- Prepare quarterly Quality Report summary for the Board Quality Committee and the Client and Family Advisory Panel.
- Monitor quality data check reports and reports to managers on data cleaning required.
- Track and monitor follow up action plans for PDSA's, Incident Management Reviews, Program Evaluation and other Quality Improvement Initiatives.
- Act as the Accreditation Coordinator during the cycle:
  - Liaises with Accreditation Canada – Accreditation Specialist
  - Ensures all Accreditation Standard sets and practices have been reviewed and updated.
  - Implements action plans related to Accreditation Canada directions.
  - Manages the Quality Survey process.
  - Assists Accreditation Teams.
- Provides training to areas of continuous improvement, incident management, PDSA cycles and the accreditation process.
- Maintains privacy and confidential of agency and employee statistical data as it relates to courses of action and program planning
- Coordinates with Communications dept. to develop plans to communicate performance information and feedback



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**Qualifications:**

- Minimum of 2 Year Diploma in Health Services Administration or a combination of post-secondary education and experience deemed relevant by the agency.
- Valid Ontario Driver's License and access to a vehicle are required.

**SKILL REQUIREMENTS** 11 year's experience in a Quality Improvement Role combined with sector knowledge considered an asset.

- Familiarity with Accreditation process.
- Expertise in Microsoft Office Skills with an emphasis on Excel.
- Excellent Verbal Facilitation Skills and Report Writing Ability.
- Team Building Skills – motivate uptake of the Quality agenda, build team goals and demonstrate support on an individual level.
- Flexible, Organized and Detail Oriented.
- Proven Project Management Skills
- Ability to work independently
- Demonstrated communication skills – excellent verbal, written and listening skills.

**Hours of Work:** 35 hours/week. Flexibility is required to meet the position requirements and managers share in an on-call program coverage system.

Travel between the Sarnia and Chatham location will be required.

**Salary Range:** Commensurate with experience: \$66,769 to \$83,386, inclusive of HOOP.

Applicants should submit a covering letter and detailed resume by July 11 2021 to:

**Vicky Fox, Executive Assistant, HR**  
Canadian Mental Health Association  
Lambton Kent Branch  
E-Mail: [hr@cmhalambtonkent.ca](mailto:hr@cmhalambtonkent.ca)

**Only applicants being considered for an interview will be contacted.**

*Canadian Mental Health Association – Lambton Kent is committed to a workplace reflecting the diversity of the community it serves and encourages applications from all qualified candidates, including women, members of visible minorities, Aboriginal Peoples and persons with disabilities. If you require an accommodation, we will work with you to meet your needs. This information is available in an alternative format upon request, to accommodate individuals with a disability. While we thank all applicants for their interest, only those selected for an interview will be contacted. If contacted for an interview, please inform us should accommodation be required.*