



S.U.C.C.E.S.S.

Bridging people to S.U.C.C.E.S.S.

Performance & Quality Improvement Manager

Permanent Full-Time – 1 Position

Title: Performance & Quality Improvement (PQI) Manager
Nature: Full-Time (35 hours per week)
Number of Positions: 1
Location: Vancouver, B.C.

About the Position:

The PQI Manager is responsible for leading, overseeing, and implementing S.U.C.C.E.S.S.'s PQI program. They promote a culture of excellence and continual improvement, support departments/programs in the process of achieving quality improvement, monitor implementation of PQI systems, processes and practices, and ensure S.U.C.C.E.S.S. continually meets Council on Accreditation (COA) standards. The PQI Manager is also responsible for working with the Privacy Officer to implement and monitor the agency's privacy management program in accordance with the BC Personal Information Protection Act (PIPA) and the Canada Personal Information Protection & Electronic Documents Act (PIPEDA). The PQI Manager works closely with the Director of Strategic Initiatives & Integration, the Director of Integrated Services for Newcomers, as well as other leadership staff to ensure effective systems and practices are implemented consistently across all programs and corporate support areas of the agency.

Reports to: Director of Strategic Initiatives & Integration

Key Duties and Responsibilities:

Performance & Quality Improvement

- Oversees the development and implementation of the agency PQI program, including the PQI framework, policies, processes and practices, in accordance with COA standards
- Provides orientation, training, and support to departments/programs in the implementation of the PQI program including areas such as information management, service record reviews, data collection and analysis, and program evaluation
- Maintains up-to-date knowledge about PQI and COA, and provides subject-matter expertise and support to departments/programs including problem solving
- Chairs the agency PQI Committee and leads the Committee in developing, implementing, and monitoring the Annual PQI Plan and other PQI activities
- Collects, analyzes, and interprets quantitative and qualitative data related to service impact, quality, and operational performance in order to promote an evidence-based approach to optimal service delivery
- Communicates PQI findings in a manner that actively engages staff, clients, volunteers, and other stakeholders in the PQI process



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- Prepares PQI, COA and related plans and reports for internal and external stakeholders as appropriate
- Supports the review and revision of agency policies to ensure adherence to COA standards and PQI best practices
- Ensures the agency is meeting COA standards and oversees preparation for the COA accreditation process

Privacy Management

- Implements and monitors the agency's privacy management program to ensure compliance with the PIPA and PIPEDA
- Reviews and coordinates responses to requests for access to personal information as well as privacy-related inquiries/complaints in coordination with the Privacy Officer
- Supports the Privacy Officer to gather information during investigations into reported privacy breaches
- Organizes training for staff, contractors, and volunteers on privacy policies, principles, best practices, and risk mitigation
- Maintains up-to-date knowledge about PIPA and PIPEDA, as well as best practices and principles in privacy protection
- Supports the review and revision of the agency's privacy policies and practices to ensure adherence to PIPA and PIPEDA

General

- Works collaboratively internal and external stakeholders to develop, implement, monitor, and evaluate improvement actions
- Keeps supervisor informed of issues, concerns, and emerging trends/needs related to PQI as well as privacy protection and management
- Participates in organizational/divisional meetings, events and activities

Qualifications and Experience:

- Bachelor Degree in Social Sciences, Business Administration, or related field
- Minimum 3 years of experience in social services, preferably in a leadership role
- Experience in developing, overseeing, and implementing PQI frameworks, systems, processes, and practices
- Experience in implementing and monitoring privacy protection and management programs
- Experience in developing and implementing policies and processes
- Experience in developing and implementing logic models and evaluation frameworks
- Experience leading accreditation processes, preferably for COA, considered an asset



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Job Skills and Abilities:

- Able to apply the principles, standards and processes for COA as well as privacy protection and management
- Able to communicate and promote the purpose, principles, standards, and processes for COA as well as privacy protection and management to different audiences including staff, volunteers, contractors, and partners
- Knowledgeable about a broad range of social services including settlement, employment (including WorkBC), family and youth, and community services
- Knowledgeable about the ten principles of privacy protection
- Able to collect, analyze, and interpret quantitative and qualitative data related to service impact, quality, and operational performance
- Able to foster a culture of continual improvement, as well as motivate and lead staff to implement principles, systems, and practices
- Able to work collaboratively to identify, implement, monitor, and evaluate improvement actions
- Excellent relationship management and communication skills to promote staff engagement in PQI as well as privacy protection and management
- Able to utilize diplomacy and tact in dealing with confidential matters
- Able to think critically and solve problems creatively
- Strong project planning and organizational skills
- Able to work independently, be flexible, and take initiative to achieve goals
- Strong computer skills in MS Office suite
- Able to understand the importance of diversity and inclusion in both service and work environments

Other Requirements:

- Able to work on weekends and evenings as required
- Clear Criminal Record Check

How to Apply:

S.U.C.C.E.S.S. embraces diversity and encourages all qualified applicants to apply.

Interested candidates please apply by sending your application by March 18, 2020 to:
amyc@success.bc.ca

Resume and cover letter should not be longer than 3 pages. While we appreciate all applications, only those selected for an interview will be contacted.