



## **Job Summary**

### **QUALITY ASSURANCE/SYSTEMS COORDINATOR**

#### **Position Purpose:**

This position is a full-time (30 hrs), one-year contract position.

The position is responsible for ensuring that the Quality Management Systems are effectively being maintained throughout all facets of FOCUS Accreditation. The main focus of this role is analyzing, creating, documenting, implementing, and monitoring quality assurance within FOCUS Accreditation.

#### **Job Description / Responsibilities:**

- Work with the Executive Director and the Board of Directors to establish, implement, and maintain FOCUS Accreditation's quality policies, objectives, short-term and long-term goals and procedures.
- Prepare schedule, direct, and perform internal audits.
- Prepare, organize, and lead Quality Management meetings on a quarterly basis in discussing the performance of the quality management system.
- Ensure compliance by adopting an integrated approach to quality management that ensures compliance to internal policies.
- Develop, implement, and maintain new quality systems, best practices, and other optimizations to make FOCUS more efficient.
- Create custom reports to analyze, and form decisions based on the managements agreed upon strategy.
- Identify and manage risk within the organization.
- Establish and maintain key performance indicators, monitor ongoing performance, and improve performance against set goals.
- Prepare and evaluate vendor performance analysis as required.
- Develop and deliver oral presentations when required.
- Please note that these duties and responsibilities are not exhaustive, and the person may be expected to perform other reasonable duties and responsibilities should the need arise.
- Report directly to Executive Director.

## **Qualifications, Skills & Abilities Required:**

- A post secondary education in a related field or relevant experience in a human services field along with 3+ years experience in quality assurance.
- Self-motivated, passionate, energetic, dependable, honest, and thorough.
- A versatile, self starter with a positive attitude.
- Able to handle a dynamic workload: From heavy multi-tasking during peak workloads - to very focused, detail oriented work during critical projects.
- Strong project management, organizational, and communication skills are required.
- Team attitude; eager to cooperate with others with exceptional interpersonal communication skills.
- Ability to change direction and handle multiple responsibilities and tasks on a regular basis, as FOCUS is a fast-paced environment.
- Work ethics that complement FOCUS' culture of high integrity throughout all areas of internal and external business activity.
- Competent with computer software such as Microsoft office (Word, Excel, Access, PowerPoint, and MS Project).

A current, clear Police Vulnerable Sector Check is required.

A clean, valid driver's license and readily access to own vehicle is required.

## **Benefits**

We offer a flexible schedule. We offer free courses and workshops for all of our employees. Benefits may be available.

**Closing Date: January 5, 2018.** If you meet the entrance criteria, hold similar values of FOCUS Accreditation and are looking to join a team that works hard to empower and support organizations in the human services sectors, please email only (please no phone calls) your resume and cover letter to Cheryl Whiteman, Executive Director.

**We thank all applicants for their interest; however, only those applicants under consideration will be contacted.**

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