



## Employment Opportunity

<b>Position Title:</b> Quality Assurance & Client Support Leader	<b>Position Number:</b> 2018-143
<b>Department/Location:</b> Home Support, 2723 Quadra Street, Victoria BC (may be required to work at various sites as needed)	<b>Days/Hours of Work:</b> Monday – Friday; with week-end support as needed
<b>Salary:</b> Commensurate with qualifications and experience	<b>Posting Period:</b> November 7 – 14, 2018
<b>Start Date:</b> To be determined <b>End Date:</b> Upon return of the incumbent	<b>Status:</b> Temporary, Full Time <b>Union:</b> Exempt

### JOB SUMMARY:

Beacon Community Services is an award-winning and Accredited not-for-profit that helps people and improves lives through a range of programs and services. We offer a competitive salary, comprehensive benefits package, and a rewarding, stimulating work environment.

Reporting to the VP Home Support & Residential Care, the Quality Assurance & Client Support Leader is responsible for designing, implementing and monitoring best practices; including quality improvement initiatives, Accreditation and client & caregiver support and complaints resolution. The Quality Assurance & Client Support Leader will provide support by formulating new policy, providing feedback and making recommendations on quality improvement initiatives. The Leader is the first level of client & caregiver complaints resolution and includes the responsibility for the Client & Family Partnership Committee. Develops a culture of continuous quality improvement; including oversight and responsibility for Accreditation Canada Standards. The Leader is responsible for all reports, trends and briefing notes including quarterly reports to the Vice President and Board of Directors.

Beacon Community Services offers a competitive salary, comprehensive benefits package, and a rewarding, stimulating work environment where you can grow and advance your career. Choose Beacon Community Services and help us deliver compassionate, efficient, and quality services to our clients.

### PRIMARY RESPONSIBILITIES:

- Quality Assurance & Improvement: guide policy and procedures development, interpret Incident Report data & related trends making recommendations for improvement through the evaluation process;

- Advise on process change for the delivery of safe & efficient client care;
- Leader for Ethical Framework;
- Analyses data to find patterns and critical data in order to provide decision support to Vice President;
- Development, implementation & monitoring of Accreditation Standards; including organizer and Chair of Quality Assurance Committee;
- Provide Vice President & Board of Directors with quarterly reports of a variety of Quality indicators; including client incident trends, client complaints & compliments and Quality Improvement Plan;
- Complaints resolution contact for client, caregivers and staff including Patient Complaints Quality Office with the Health Authority;
- Visit clients & caregivers in their homes to provide support and resolution to concerns;
- Organize and provide leadership to both internal & external client case conferencing
- Writing and revision of clinical policy & procedures as applicable;
- Responsible for all aspects of the Client & Family Partnership Committee; including recruitment & retention of members;
- Work in collaboration with the management team, providing coverage where applicable;
- This position requires participation in projects related to the above functions and overall delivery of quality care; and
- Participation in on-call rotation.

#### **QUALIFICATIONS:**

- Energetic, team player with a vision for change, quality improvement and team based care;
- Post-secondary education in nursing (LPN or RN), physiotherapy, occupational therapy or a degree in a relevant health discipline with appropriate BC registration; and
- The ideal candidate will have at least seven (7) years health care experience including experience at the supervisory/management level. Experience in a Home Support and/or LTC environment would be a definite asset.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Effective leadership and interpersonal communication skills that promote a positive work environment
- Ability to work independently and as part of a team
- Ability to develop and nurture an environment that supports continuous quality improvement
- Effective critical thinking and conflict resolution skills
- Strong decision-making skills in a fast-paced environment
- Strong organizational skills including the ability to manage multiple competing priorities
- Effective verbal and written communications skills
- Experience leading change initiatives
- Proficient in the use of personal computers, electronic devices and applicable software applications

Other requirements:

- A valid B.C. Driver's License and a reliable vehicle
- All positions at Beacon Community Services are subject to a Police Record Check, Oath of Confidentiality and Conflict of Interest Statement. This position will also require WHMIS certification

**WE LIVE SAFETY!**

The safety of our clients, staff and volunteers is a priority of Beacon Community Services. We promote healthy and safe working conditions in all of our operations. We are committed to continuously improving safety and *it is essential to this position*. We further support safety through the active participation and co-operation of management, supervisors, workers and joint occupational health and safety committees.

**APPLICATIONS:**

All interested applicants can [Apply Now!](#) quoting the position vacancy number 2018-143. Please note only those applicants who are selected to continue in the recruitment process will be contacted.