



Hamilton Child and Family Supports  
Soutien aux enfants et aux familles de Hamilton

## EMPLOYMENT OPPORTUNITY

Hamilton Child and Family Supports was established in 1894 as a not-for-profit charitable organization, mandated under the *Child, Youth and Family Services Act* of Ontario, focusing on the well-being and protection of children. The organization is committed to the strengthening of families, while valuing diversity and promoting equity.

**We are dedicated to building a workforce that reflects the diversity of the community in which we live and serve. The organization encourages applicants from all qualified individuals.**

We are currently seeking a skilled and committed individual to join our team as a:

### QUALITY ASSURANCE SUPERVISOR

Permanent Full Time (34 hours a week)  
\$89,631 - \$109,048

Reporting to the Executive Director, the Quality Assurance Supervisor provides expertise in quality assurance accountability, and continuous quality improvement, ensuring that high quality data and information is available to support well-informed decision making. The Quality Assurance Supervisor develops data structures to identify and mitigate organizational risk which supports the organization's management team in meeting provincial standards, community expectations and best practice standards in pursuit of the organization's mission and strategic directions in the delivery of child welfare services.

#### Major Responsibilities:

- Develops, refines and assists with monitoring of evidence-informed key performance indicators to measure goals and objectives of the strategic vision, operational plan, and organizational programs.
- Leads the development of timely and accurate reports for management, including customized reports, to monitor progress on operational and strategic goals.
- Ensures the completion of data analysis related to organizational efficiency and effectiveness of service delivery, and compliance with any local, provincial or federal regulatory frameworks.
- Oversees all aspects of research and evaluation, including research ethics applications, evaluations, literature reviews, data collection and knowledge mobilization.
- Assists in the implementation of service practices which ensure the highest level of public accountability.
- Engages and develops people by creating a learning-focused and inclusive team culture.
- Engages and inspires people in providing best outcomes and supports a healthy work environment.
- Ensures that staff are provided with regular recognition related to the vision and values of the organization.
- Provides decision making support through guidance and advice regarding the analysis and interpretation of data, trends, and forecasts.

#### Key Qualifications:

- Experience related to business analysis, statistics and research techniques and program evaluation.
- Experience in progressively responsible positions, experience in child welfare preferred.
- Knowledge of child welfare business practice, legislation governing child welfare including the CYFSA, Ministry Standards and understanding of CAS programs and services, policies and procedures, goals, priorities, and programs is a significant asset.
- Excellent knowledge and experience in the application of quality assurance and quality control theory and best practice and the ability to transmit this through training, coaching, and mentoring.
- Excellent knowledge of statistical software and database applications.
- Knowledge of the Child Protection Information Network is a significant asset.
- Familiarity with Business Intelligence applications, in particular SQL Reporting Services and Cognos.
- Excellent ability to use MS Office applications, in particular Excel and PowerPoint.
- Strong experience with Team and Project Management applications.

***As an employer, Hamilton Child and Family Supports is committed to:***

- ***A culture of inclusiveness and diversity reflecting our diverse service recipients, staff, and community alike.***
- ***Providing barrier-free and accessible employment practices.***
- ***In accordance with the Ontario Human Rights Code providing accommodation supports during the selection and interview process if required.***

*All employees of the organization are expected to demonstrate respect, empathy, and accountability to the children and families we serve and each other.*

Interested applicants must submit a current resume to [careers@hamiltoncfs.ca](mailto:careers@hamiltoncfs.ca) or by Fax: (905) 522-1089, clearly indicating the Job Posting Number (**#022/24**) by November 5, 2024.