



# Sandy Hill Community Health Centre

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## --- Job Posting ---

### Internal/External Employment Opportunity

<b>Position:</b>	Quality and Project Coordinator (QP Coordinator)
<b>Component/Team:</b>	Quality Improvement and Performance Management (QIPM)
<b>Status:</b>	Permanent, 1.0 FTE Full-Time (35 hours per week)
<b>Salary Scale:</b>	\$67,777 - \$81,645 annualized salary plus benefits
<b>Start Date:</b>	Immediately

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### Position Description:

Under the direction of the Director of Quality Improvement and Performance Management (QIPM), the Quality and Project (QP) Coordinator works with leadership and teams to coordinate centre-wide initiatives related to quality improvement, strategic and operational planning support, service integration, accreditation, and other initiatives within the QP Coordinator scope of responsibility.

### Skills, Education and Experience:

Requirements for this position include:

#### Education and Language

- Master's degree in Quality Improvement, Planning, Health Administration or a comparable relevant field
- Certification or training in the Model for Improvement or LEAN/Six Sigma methodology, change management or implementation science, and/or project management considered an asset
- Under the Centre's designation to provide French Language Services, this position is not designated.
- Fluency in English, both oral and written

#### Professional Experience

- Minimum of three years experience directly leading projects or improvement initiatives in the areas of quality improvement, planning, service integration, change management and/or client engagement in a health care setting.
- Demonstrated success in design, development, and implementation of organization-wide projects or improvement initiatives using project management and/or improvement methodologies.
- Demonstrated ability to prioritize and manage multiple projects with complex demands and short timelines with strong attention to detail, thoroughness and high-quality outcomes.
- Experience collaborating with multiple stakeholders and committees.



- Experience in preparing reports and making verbal and written presentations to a variety of audiences, including employees, leadership, and the Board of Directors, to coach, educate, train, and seek feedback.
- Understanding of community-based, multidisciplinary team-based approach to health care delivery.

#### **Knowledge, Skills and Abilities**

- Proficient computer skills in word processing, presentation preparation, reports development, data analysis, and project management tracking.
- Experience with Quality Improvement models/approaches, e.g. LEAN/Six Sigma, Model for Improvement
- Strong project management skills, including prioritizing and managing multiple projects with complex demands and short timelines, with minimal supervision.
- Sound conceptualization, critical thinking and analytical skills to identify and respond to moderate-to-complex issues/objectives and analyze the relevance and interdependencies.
- Strong written and oral communication skills.
- Demonstrated ability to persuade and positively influence others.
- Working knowledge of coaching, change management principles and practices.
- Demonstrated ability to work independently and as part of a multidisciplinary team
- Knowledge of accreditation processes, evaluation frameworks and qualitative and quantitative data collection and analysis methods.

#### **Reporting Relationship:**

The QP Coordinator is directly accountable to the Director, QIPM, and through the Director, QIPM to the Executive Director and the Board of Directors. The employee is responsible for meeting the licensing and regulatory requirements of their professional governing body, if one exists.

#### **Conditions of Employment:**

Hours of work will be developed in collaboration with the successful candidate to ensure a healthy work-life balance. A schedule of work will be based on the Centre's hours of operation and program requirements and may include some evenings.

An offer of employment will be conditional upon the candidate completing a criminal reference check, verification of educational requirement for this position and linguistic profile to the satisfaction of the Sandy Hill Community Health Centre.

#### **Accommodation:**

SHCHC will provide accommodation for applicants with disabilities in its recruitment process.



If at any stage in the selection process you require accommodation due to disability, please let us know the nature of the required accommodation.

**How to Apply:**

To apply, please visit [sandyhillchc.workable.com](https://sandyhillchc.workable.com) and select the appropriate job opening.

Clients of the Centre are welcome to apply. Should a client become the successful candidate, they will no longer be able to continue receiving services at Sandy Hill Community Health Centre. Assistance will be made available to find an alternative provider.

**POSTING DATE:** July 17, 2024

**CLOSING DATE:** July 31, 2024 at 4:00 p.m.