



To deliver excellent support services to people with disabilities so they can live their lives

PACE Independent Living is recruiting for a Full-time Associate Director, Continuous Quality Improvement

PACE Independent Living is a not-for-profit community organization that provides support, both physical and enhanced services, to people with disabilities so they can live independently in the community.

This senior mandate is an exciting opportunity for a champion of evidence-based leading practices to play a pivotal role in driving risk management and quality improvement while contributing meaningfully to the successful achievement of the core values and strategic objectives of PACE Independent Living.

Reporting directly to the Director, Client Services, and as a member of the senior leadership team, you will lead the development and implementation of a risk management and quality improvement culture at PACE. With this goal in mind, you will lead by example and build capacity on an organizational and individual level, developing and communicating PACE's continuous improvement and risk management vision, with a focus on advancing operational efficiencies and effectiveness that support safer quality care and improved client experiences.

Major Responsibilities and Accomplishments:

An important component of your portfolio will involve ensuring the development and maintenance of an Integrated Emergency Management, Risk Management & Business Continuity Plan, as well as leading, supporting and facilitating the development, implementation and management of organization-wide and program/service-specific continuous quality improvement initiatives. Providing leadership for enterprise risk management processes, you will engage PACE senior leaders, staff and clients to inform annual and ongoing risk identification and evaluation, the prioritization and implementation of risk mitigation strategies, and the monitoring of strategy effectiveness.

You will identify appropriate statistical, quantifiable and quality indicators, provide leadership across the organization for all phases of accreditation, and advise on the business implications and compliance status regarding legislation, regulations, guidelines, and standards related to quality, risk management and infection prevention and control. Senior leaders and management will also look to you for support in leading quality improvement and risk management initiatives within their own portfolios.

Key Qualifications:

A creative systems thinker with a commitment to the fields of Risk Management and Continuous Quality Improvement, and an understanding of how associated principles and practices can be used within the organization, you bring five (5) years' progressive management experience in health care and/or community services, and two (2) years in a Quality Improvement, Total Quality Management or equivalent role. This track record of success is underpinned by a post-secondary diploma or degree in a related discipline, plus training and/or certification related to quality methodologies and tools (e.g. process mapping/flow diagrams, root cause analysis, PDSA, etc.). Experience in the accreditation process (i.e. Accreditation Canada, National Quality Institute) is preferred.



Adept at thinking and planning strategically and managing tactically, you have expertly led quality improvement and change initiatives, and are conversant with quality improvement philosophies, principles, tools, methodologies and processes. You are also knowledgeable about quality and risk management programs, including design and implementation processes, and project management practices and processes. Your creative approach to Quality can be characterized as being outside-the-box, and is complemented by a commitment to maintaining your professional and technical knowledge current, making you ready to support the organization's goals and objectives consistent with our client-centred philosophy towards independent living.

Through this background, you have acquired the following strengths:

- You are experienced in training, mentoring and coaching in a team setting, and managing budgets and performance.
- You know how to lead in a complex, dynamic and multi-disciplinary team environment, and provide effective leadership for significant risk management and quality improvement initiatives.
- You are energetic, collaborative and driven by values consistent with those of the organization.
- You are a confident, persuasive communicator with excellent verbal, written, listening and interpersonal skills, able to exert influence and develop constructive working relationships.
- You are prepared to work in a professional and effective manner within PACE's team-based environment, especially at the senior management level.

For more information and to apply:

Please visit our website for more information on our company and our opportunities. To apply, please send your resume and covering letter, by **Friday, June 25th, 2021**, to gbochynek@pace-il.ca.

PACE is committed to creating an accessible and inclusive organization. We are committed to providing barrier-free and accessible employment practices in compliance with the *Accessibility for Ontarians with Disabilities Act (AODA)*. Should you require code-protected accommodation through any stage of the recruitment process, please make them known when contacted and we will work with you to meet your needs. Disability-related accommodation during the application process is available upon request.