



Manager: Quality, Risk, and Decision Support

Rideauwood Addiction and Family Services is a non-profit organization that provides services to adults, youth and family members who are struggling with the role that substance use, behavioural addictions and mental health issues play in their lives. The organization provides non-residential, group and individual treatment, to over 3,000 individuals and families every year.

Under the direct supervision of the Executive Director, the Manager, of Quality, Risk and Decision Support provides leadership and expertise in the planning, implementation, and evaluation of quality assurance and improvement initiatives designed to improve quality of care, service utilization, safety, and risk reduction to produce measurable outcome results.

The Manager is responsible for providing leadership and expertise in the application of standards, quality improvement principles, practices, and tools in support of program priorities to ensure high quality services are in place. The Manager acts as the organization's Privacy Officer and assures that information is treated in compliance with legislation.

The Manager works with the Management Team to evaluate goals and objectives identified in the Quality workplan, leads Accreditation processes and participates in serious incident reviews, providing reports and recommendations for action arising out of incident investigation.

MAJOR RESPONSIBILITIES:

- Manage the overall operation of the QA/QI, risk and decision support portfolio
- Initiate, plan, execute, control and close projects focused on quality improvement, applying project management principles, tools and templates throughout the project life cycle.
- Serve as a resource and provides leadership and specialized quality improvement knowledge and expertise to the organization in the development of policies related to clinical improvement and client safety to promote sustainability and spread of improvement efforts.
- Analyze, lead and update practices to be in accordance with Freedom of information and Protection of Privacy Act (FIPPA) -, Personal Health Information Protection Act (PHIPA)
- Analyze, interpret, consult, present and make recommendations on information to support strategic evidence-based decision making and knowledge development. This will

include pulling and collating data from a variety of Information systems and utilizing strong problem solving skills and creativity to integrate data and information into useful formats.

- Coordinate and Implement Decision Support related projects through the phases of project management.
- Work with each department with respect to efficiency in reporting processes. Provide analysis and recommendations on reporting processes to each department. In consultation with senior leaders, develop and implement overall agency evaluation framework and outcome measures for programs.
- Present information to a variety of different audiences including staff, Management and Board committees.
- Provide guidance and expertise with respect to indicator and metric development for performance monitoring.
- Plan, develop, test, deploy and maintain organizational decision support tools.
- Facilitate evidence-based decision making and reporting requirements that align with Rideauwood's strategic directions.
- Prepare custom reports for day to day business use, and data quality and validation purposes.
- Manage the ongoing planning, coordination and evaluation of all decision support activities including: the development of knowledge related to the organization's strategic environment, community and client services demographics, performance related to the quality of client outcomes and organization decision making.
- Track and analyze key organization performance indicators.
- Provide consultative and analytical support regarding collection, interpretation, analysis and presentation of data.
- Document all aspects of Decision Support tool structure and maintain departmental policies and procedures related to same.
- Provide ongoing guidance, training and support of Decision Support tools.
- Prepare ad-hoc reports to assist with the corporate priorities, projects and decision making.
- Perform research to collect external indicators for assessment of performance and establishment of benchmarks.
- Make budget recommendations from a QA/QI, risk and decision support lens as required.
- Manage risk Management policy and procedures
- Lead the Accreditation process for Rideauwood



- Contribute to the development of the Quality and Risk Management reporting, Ministry reporting, the Operating Plan, Accreditation and, as required, to other routine and special reports for Senior Management Team, Board and advisory committees.

EDUCATION AND EXPERIENCE

- A University Bachelor's Degree in Health Informatics, Statistics, Health Administration, or similar.
- A Master's Degree In related field or equivalent combination of work experience and academic work preferred
- 5-7 years of previous relevant systems experience in the Health Care environment (Community Care/Hospital) with at least three years of progressive management experience
- Experience within the Mental Health and Addictions Sector preferred

KNOWLEDGE AND COMPETENCIES

- A commitment to the values and vision of Rideauwood
- Experience with Accreditation processes
- Experience and proficiency with databases, datasets, MIS.
- Experience with EMHware preferred
- Experience and proficiency in computer database, spreadsheet and software applications, and an ability to quickly learn similar applications.
- Advanced proficiency in database management and Microsoft Office applications
- Attention to detail, and the ability to translate business statistical concepts into the data/information realm. Skills in synthesis and analysis of data, statistical analysis
- Experience in program evaluation and program development
- Ability to handle a variety of concurrent assignments and to work independently.
- Sound organizational and project management skills with the ability to multi-task and meet conflicting deadlines are essential.
- Demonstrated ability in leadership and strategic thinking
- Excellent interpersonal and organizational abilities and able to manage competing priorities
- Exceptional communication skills, both written and verbal.
- Excellent problem recognition skills and ability to proactively achieve resolutions both through direction and negotiations.
- Demonstrated strong report writing skills using tools such as SQL server reporting services, SQL queries would be an asset.
- LEAN Certification would be an asset

WORKING REQUIREMENTS

- Regular work schedule to Monday to Friday,
- Projects and other tasks may require evenings and weekends;



- Must be prepared to be deal with after hour emergency calls on an as need basis.

LANGUAGE REQUIREMENTS

- Excellent English language skills (verbal and written) are a requirement of the position
- Bilingualism (French and English; verbal and written) is considered an asset

Salary Range (\$56,710 - \$75,300)

DISCLAIMER:

This job description indicates the general nature of the level of work expected of the incumbent it is not designed to cover or contain a comprehensive list of activities, duties or responsibilities and the incumbent may be asked to perform other duties as required.

Posting closes - October 22, 2021