



POSITION TITLE: Quality Assurance Manager

TERM: Full Time, Permanent

SUPERVISOR: Associate Executive Director

Secwepemc Child and Family Services Agency (SCFSA) is a progressive and culturally focused agency supporting family safety that endeavors to provide outstanding practice to First Nations families residing in the communities of the seven-member bands; Adams Lake, Bonaparte, Neskonlith, Skeetchestn, Tk'emlúps te Secwépemc, Simpcw, and Whispering Pines/Clinton and who reside in Kamloops.

Striving to provide exceptional family healing services through prevention-based practice, SCFSA incorporates a Signs of Safety® framework as an innovative, strengths-based, and safety-organized approach to child protection casework.



Job Summary

Reporting to the Associate Executive Director, the Manager of Quality Assurance is responsible for the development and ongoing evaluation of Agency practice standards. The Manager will provide guidance, and recommendations to ensure these practice standards align with the Agency's strategic planning, policy and procedure, practice model, provincial and federal legislation, and expectations from the seven member communities. This role will establish and oversee the Agency's internal and external complaints process, which enhances Agency's interactions with clients and their families, and the decisions and services provided. In addition, the manager will complete practice audits, high-profile case reviews, analysis and develop staff training.

Qualifications

Education and Experience:

- Master's Degree in an area related to Child and Family Services is preferred; A significant combination of education and experience may be considered.
- Minimum 5 years of leadership experience in a child welfare or social service agency.
- Experience with:
 - providing consultation within a social service setting
 - practice audits and reviews



- writing case reviews and summaries, is required
- researching and the development of legislation, regulation, and policy
- Knowledge of and experience working in the areas of health, social services, and education for First Nation people.
- Knowledge of quality assurance processes.
- C-6 delegation or eligibility.

Skills and Abilities:

- Knowledge of the community and available resources, both locally and provincially.
- Knowledge of jurisdiction goals of the seven member communities.
- Strong team orientation, maturity, professionalism, and customer service attitude.
- Ability to communicate with impact and influence, both orally and in writing, in order to build and sustain constructive relationships, gather information, make recommendations, and write analytical reports.
- Strong administrative and organizational skills.
- Strong understanding of current research, issues, and challenges in the child welfare and / or social sector.
- Ability to establish and monitor performance standards and monitor and evaluate quality of service.
- Ability to self-regulate, meet deadlines, have attention to detail with strong accuracy and prioritize multiple demands.
- Understanding of different data collection methods and their applicable applications.
- Ability to research, gather and analyze data from multiple sources, locally and nationally, and synthesize key issues and provide recommendations to measure, maintain, or improve service.
- In-depth knowledge of Integrated Case Management (ICM); as well as all acts, regulations, policies, principles of administrative fairness, procedures, standards, guidelines, and directives relevant to child welfare.
- Strong analytical skills: ability to identify, verbally and in writing, the current status of an issue, provide an analysis of the clinical practice and recommend an appropriate course of action.
- Proficient in Microsoft Office (Outlook, Word, Excel, and Power Point), SharePoint, Adobe Acrobat, and Social Media web platforms.
- Recognizes and respects all cultural diversity and understands local Indigenous culture and traditions.

Working Conditions:

- Travel to multiple locations will be required.
- Potential for violence in the workplace.
- Hours of work are nonstandard and connected to services and community needs.
- Limited Supervision with occasional direction and very few checks of the work performed.

Conditions of Employment:

- Must be able to obtain and maintain a Criminal Record Check.
- Must be able to obtain and maintain a valid BC Driver's License, class 5 with no restrictions.
- We offer a modified work week schedule, great benefits, time off at Christmas, team days, cultural training, elder support, and a great team to belong to!

Directly Supervises:

- Learning and Development Coach



Pay Grade:

- starting wage \$57.9876

SUBMIT COVER LETTER and RESUME

Human Resources Department
hr@secwepemcfamilies.org
153 Kootenay Way, Kamloops, BC V2H 0E6

Posted until Filled

Note: only screened in applicants will be contacted. As per Section 41(1) of the BC Human Rights Code, preference may be given to qualified applicants of First Nations ancestry. Preference may also be given to applicants who can demonstrate knowledge and/or experience with Secwepemc language, culture, history, and customs.