# EXTERNAL POSTING

The Canadian Mental Health Association, Ottawa Branch (CMHA) is a private, non-profit charitable organization dedicated to promoting good mental health and improving the quality of life for individuals experiencing serious mental illness. The **Community Support Services** of CMHA provides outreach and long-term intensive support to individuals with serious mental illness and substance abuse disorders who are homeless or at imminent risk of becoming homeless.

**CMHA currently has a vacancy for the following position:**

# Quality Assurance & Improvement Assistant

**Type of Position: Permanent Full-Time**

**Hours of Work:** 35 hours per week, Monday to Friday, 8:30 am - 4:30 pm

**Pay Rate:**  $25.96 - $27.17 per hour

Reporting to the Manager of Quality Assurance & Improvement and supporting the work of the Decision Support and Accountability Team of CMHA, the Quality Assurance & Improvement Assistant well help the agency ensure that all agency practice guidelines, procedures and materials meet internal and external quality standards. The Quality Assurance & Improvement Assistant works with the Decision Support and Accountability team as well as staff across the agency to ensure procedures and materials adhere to quality standards and maintain legal compliance. The Quality Assurance & Improvement Assistant will provide administrative support to the ongoing work of the Decision Support and Accountability Team.

Due to requirements around clinical documentation management this position will work in-office, but some work as identified may also be accomplished remotely.

**ESSENTIAL MINIMUM QUALIFICATIONS:**

**Education:**  Minimum of 2 Year Diploma in Health Services/Hospital Office Administration. The program must have prepared you for clinical records management, file management and auditing.

**Experience:**

* 2 Years’ experience working in a health care environment including the following:
  + - 2 years’ experience with file management and auditing.
    - Experience and practical skills using databases including Clinical Records Management Systems.
    - Experience assisting with quality assurance and improvement activities.
    - Experience with supporting Accreditation activities.
    - Working knowledge related to MS Excel Word, PowerPoint.
    - Working knowledge of Adobe Pro for creation and adaptation of documents.
    - Experience in project management considered an asset.
    - Experience working in a community health environment serving marginalized populations will be considered an asset.

**Knowledge:**

* Must have working knowledge on how to format clear and succinct reports using various programs including Excel, MS Word, PowerPoint and Adobe. Must have high level of proficiency with Excel and Word.
* Must have working knowledge of Adobe Pro for creation and adaptation of forms and documents.
* Must have an understanding of the Ontario, Personal Health Information Protection Act (PHIPA).
* Knowledge and experience with **FileHold** or other electronic documentation storage and record workflow management software will be considered an asset.
* Education specific to quality improvement methodology for health care will be considered an asset.
* Experience working with virtual care platforms such as OnCall will be considered an asset.

**Language:**

* Bilingual (French/English) essential.

**Application Deadline:**

Please submit a résumé to **Recruitment at [recruitment@cmhaottawa.ca](mailto:ccameron@cmhaottawa.ca).**

*The Canadian Mental Health Association is committed to developing inclusive, barrier-free selection processes and work environments. If contacted regarding this job posting, please advise us if you require any accommodations regarding the interview process.*

Applicants who receive a conditional offer of employment must produce a **Vulnerable Sector Police Records Check** and proof of academic achievement.

We thank all applicants for their interest, however, only those selected for an interview will be contacted.

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| **QUALITY ASSURANCE & IMPROVEMENT ASSISTANT JOB DESCRIPTION** |

**Canadian Mental Health Association**

**Ottawa Branch**

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| **Title:** Quality Assurance & Improvement Assistant  **Reports to:** Manager of Quality Assurance & Improvement  **Approved by:** Executive Director  **Date Approved:** January 2022  **Date Revised:** Responsibilities to be reviewed and reassessed in 12 months |

*The Canadian Mental Health Association Ottawa Branch aspires to provide client-directed services and programs with and for people with mental health problems and to enhance, promote and maintain the mental health of individuals and communities through education and awareness*.

**POSITION SUMMARY:**

Reporting to the Manager of Quality Assurance & Improvement and supporting the work of the Decision Support and Accountability Team of CMHA, the Quality Assurance & Improvement Assistant well help the agency ensure that all agency practice guidelines, procedures and materials meet internal and external quality standards. The Quality Assurance & Improvement Assistant works with the Decision Support and Accountability team as well as staff across the agency to ensure procedures and materials adhere to quality standards and maintain legal compliance. The Quality Assurance & Improvement Assistant will provide administrative support to the ongoing work of the Decision Support and Accountability Team.

Due to requirements around clinical documentation management this position will work in-office, but some work as identified may also be accomplished remotely.

**PRINCIPAL RESPONSIBILITIES AND DUTIES:**

1. Organizing client files and maintaining physical and electronic filing system (such as FileHold, CRMS).
2. Supports the transition of client files into electronic formats.
3. Ensuring that client data and electronic files are up to date. This would include paper files as well as the clinical record management system.
4. Works with the team to prepare reports based on quality assurance auditing activities (i.e. hard file audits). Provides staff and managers with reminders and support to complete missing data. Supports with quality improvement related follow-up audit items as identified by the team.
5. Support staff with updates when identified by program manager.
6. Complete quality assurance audits of client files.
7. Building project specific stakeholder surveys using software such as Survey Monkey to help with quality improvement activities.
8. Provides administrative supports for the research and evaluation activities of the decision support and accountability team.
9. Maintain an up-to-date database and repository of operational policies and service-related forms ensuring outdated formats are destroyed to help reduce likelihood of errors.The Quality Assurance & Improvement Assistant will be responsible for centralizing staff access to forms through the agency SharePoint site.
10. Will take a leading role in the digitalization of clinical assessment forms. For example, this may include scanning files into our electronic filing system (FileHold) as well as creating fillable forms using Adobe Pro.
11. Support appropriate activities designated within the quality assurance and quality improvement work plan.
12. Provides administrative support for accreditation activities as identified by the Manager of Quality Assurance & Improvement.
13. Provides administrative support to staff for completion of clinical forms through OnCall (virtual care platform).
14. Performs administrative tasks as identified: examples may includeminute taking for quality assurance and quality improvement committees and work groups as identified. Engaging stakeholders as directed and scheduling working groups. Other tasks as identified by the team.

**Skills:**

The ability to be flexible and proactive in your work. Must be comfortable with presenting information to work teams. Essential job skills include:

* **Experience using survey software such as Survey Monkey and Mentimeter.**
* **Familiarity with virtual care platforms.**
* **Communication skills –** As you work with your team, agency wide management, and direct service staff you must be able to collect the information you need from all parts of the agency without disrupting business. Communicating back to all stakeholders in a sensitive and supportive manner is imperative.
* **Technical writing –** You have the ability to format clear and succinct reports to stakeholders using various formats including MS Word, PowerPoint, Excel etc.
* **Self-motivation –** You have the ability to be flexible and accommodating as requests for support come your way while still prioritizing what needs to be done as identified by the team. You are able to work independently.

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

Approved by the Executive Director:

Date:

**Canadian Mental Health Association**

**Ottawa Branch**

**Job Specifications – Quality Assurance & Improvement Assistant**

**QUALIFICATIONS:**

**Education:** Minimum of 2 Year Diploma in Health Services/Hospital Office Administration. The program must have prepared you for clinical records management, file management and auditing.

**Experience:**

* 2 Years’ experience working in a health care environment including the following:
  + 2 years’ experience with file management and auditing.
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  + Experience with supporting accreditation activities.
  + Working knowledge related to MS Excel Word, PowerPoint.
  + Working knowledge of Adobe Pro for creation and adaptation of documents.
  + Experience in project management considered an asset.
  + Experience working in a community health environment serving marginalized populations will be considered an asset.

**Knowledge:**

* You must have the ability to format clear and succinct reports using various programs including Excel, MS Word, PowerPoint and Adobe. Must have high level of proficiency with Excel and Word.
* Must have working knowledge of Adobe Pro for creation and adaptation of forms and documents.
* Must have an understanding of the Ontario, Personal Health Information Protection Act (PHIPA).
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* Education specific to quality improvement methodology for health care will be considered an asset.
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**Language Requirements:**

* Bilingual (French/English) essential.

**Other Duties may be assigned as required.**

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Approved by the Executive Director: Date: