

## **JOB DESCRIPTION**

### **LEAD, QUALITY AND SAFETY OFFICER**

*Permanent, Full-time*

Reports to Vice President Client Services

### **POSITION SUMMARY**

Reporting to the Vice President Client Services, the Lead Quality and Safety Officer is responsible for advancing a comprehensive culture of quality, safety, and compliance throughout CANES Community Care. This role ensures organizational planning and adherence to accreditation standards, emergency codes, emergency planning and infection prevention and control (IPAC) practices, while driving continuous improvement initiatives. The Lead Quality and Safety Officer will work with senior management to develop and execute the Quality Improvement Plan (QIP), champion education and training programs, and foster collaboration across all departments to embed quality and safety into service delivery. Additionally, this position oversees quality and safety incident data monitoring, analysis and performance measurement to inform decision-making, mitigate risk, and promote organizational excellence in quality, safety, and infection control.

### **KEY RESPONSIBILITIES:**

#### **Quality and Safety Management**

- Provides leadership for organizational codes, emergency preparedness and pandemic plan, and IPAC, ensuring that policies and operational systems are routinely updated, and that staff are informed, educated, and assessed for compliance.
- Develop, implement, and monitor total Quality Management Framework to ensure the highest standards of care.
- Facilitate regular audits and assessments to identify areas for improvement in clinical and administrative processes.
- Collaborates with client services and senior leadership to establish quality and safety targets, and to design performance improvement initiatives that consistently drive results beyond benchmark expectations.
- Conducts regular client safety incident data analysis, identifying trends and patterns to inform continuous improvement opportunities in collaboration with client services.
- Monitors and gathers feedback on quality improvement ideas, providing education and support to staff to foster an organization-wide culture of continuous quality and safety improvement.
- Shares quarterly reports, drives the annual update of the corporate QIP and client safety report, and partners with stakeholders to create and execute action plans accordingly.
- Promote a culture of continuous improvement within the organization.

## **Accreditation Management**

- Lead the planning, implementation and evaluation of CANES readiness and processes to ensure accreditation by status accrediting organizations such as Accreditation Canada as well as other regulatory standards or certifications.
- Lead/manage meetings and activities of the Accreditation Planning Committees.
- Oversees project prioritization and timeline management of the Accreditation Canada project.
- Ensure compliance with all applicable standards and regulations.
- Serve as the primary liaison between the organization and accreditation bodies.
- Prepare for site visits and audits conducted by accrediting agencies.
- Monitor and analyze accreditation trends and requirements.
- Conduct internal audits to ensure continuous compliance.
- Stay updated on changes in accreditation standards and regulations.
- Facilitate the development and submission of accreditation applications.

## **Administration**

- Contribute to a culture of client safety and employee Health and Safety by complying with all safety practices of the organization, reporting unsafe practices and adverse events, and acting on safety recommendations.
- Other Duties as assigned.

## **QUALIFICATIONS:**

- Completion of post-secondary education in health sciences, health informatics, science or other related discipline preferred.
- Current registration in a regulated health professional discipline preferred
- Minimum of three (3) years of experience in accreditation or quality management
- IPAC experience preferred
- Project management experience preferred
- Strong understanding of accreditation processes preferred
- Knowledge of quality improvement processes
- Experience in managing teams and projects
- Ability to work with cross-functional teams
- Excellent attention to detail and organizational skills
- Excellent verbal and written communication skills
- Strong analytical and problem-solving abilities
- Ability to manage multiple projects simultaneously
- Proficiency with Microsoft Office Suite
- Strong time management skills