



P.O. BOX 5000

OHSWEKEN, ONTARIO

N0A 1M0

QUALITY ASSURANCE OFFICER 059-19
O GWADENI: DEO SOCIAL SERVICES
(Full-Time)

Applications will be received by Grand River Employment & Training (GREAT) and Six Nations Elected Council up until 4:00 p.m. EST, Wednesday, **March 20, 2019**, for the Quality Assurance Officer with O Gwadeni: deo, Social Services Department. The Six Nations Elected Council Application for Employment Form, Job Posting and Job Description are available for printing from the www.greatsn.com website. Online applications accepted through recruitment@sixnations.ca. **NO LATE APPLICATIONS ACCEPTED.**

JOB SUMMARY: Reports to and works under the direction and supervision of the O Gwadeni: deo Director. The Quality Assurance Officer coordinates internal and external service audits, reviews, and surveys. The Officer reports to the Director but may assist other Managers/ Supervisors when required. The Officer is responsible for ensuring that the agency develops and monitors outcomes that flow from the Ministry's Accountability Framework, and the O Gwadeni: deo Mission and Strategic Planning process within the policies and procedures established by Six Nations Elected Council.

Type	Full Time
Closing Date	March 20, 2019
Hours of Work	Flexible hours
Wage	To Be Determined

BASIC QUALIFICATIONS:

- Must have a Master Degree in Social Work with three (3) years of progressively related experience **OR**;
- Master's Degree in a discipline concentration on Quality Assurance and Statistical Analysis;
- Must have an indigenous world view;
- Must possess a valid Ontario Class "G" driver's license;
- Required to be the principle driver of a vehicle for use on Pre-Designation/ Designation business;
- Must submit a favourable Criminal Reference Check and Vulnerable Sector Screening;
- Must be willing to work flexible hours;
- Will be Ogvewhon:weh in preference to other applicants;
- Must be familiar with the relevant legislation, regulations and guidelines;
- Must be familiar with the concept respecting that Quality Assurance guidelines help the agency to provide high quality services, supports and outcomes measurements;
- Must have extensive knowledge of the range of methods and techniques involved in both traditional approaches to helping as well as contemporary social service work strategies;
- Must have sound knowledge of Quality Assurance methodology and continuous quality improvement theory and methods;
- Must be proficient with Microsoft Office applications and statistical software;

SUBMISSION PROCEDURE: (Choose one method ONLY):

Method #1: Email – Applications must include **all** of the following:

1. Printed, filled in and authorized Six Nations Elected Council Application for Employment Form.
2. Cover letter including your band name and number (if applicable). Please indicate in your letter how your education and experience qualifies you for this position.
3. Recent resume clearly identifying that you meet the Basic Qualifications of this position as stipulated above.
4. Copy of your education diploma/degree/certificate and transcript.
5. Email all documents (in a .doc or .pdf file) listed above to recruitment@sixnations.ca.

Please ensure that the SUBJECT LINE of your email states:
Quality Assurance Officer- Full Time – 059-19

Six Nations Elected Council is an equal opportunity employer and will seek to accommodate the needs of individuals with disabilities in a manner that most respects their dignity. All candidates are encouraged to apply. Applicants from Six Nations and other First Nations will be given preference to deliver programs and services in a First Nations community. Based on the need to provide qualified professional services, only those applicants meeting the minimum requirements will be invited for an interview.

Method #2: Mailed or Hand Delivered – Applications must include all of the following:

1. Printed, filled in and authorized Six Nations Elected Council Application for Employment Form.
2. Cover letter including your band name and number (if applicable). Please indicate in your letter how your education and experience qualifies you for this position.
3. Recent resume clearly identifying that you meet the Basic Qualifications of this position as stipulated above.
4. Photocopy of your education diploma/degree/certificate and transcript.
5. Place all documents listed above in a sealed envelope and mail to or drop off at:

Quality Assurance Officer- Full Time – 059-19
c/o Reception Desk
Grand River Employment & Training (GREAT)
P.O. Box 69, 16 Sunrise Court
Ohsweken, Ontario N0A 1M0

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QUALITY ASSURANCE OFFICER

Guiding Values for our Code of Practice

- Ganigo'hi:yo/Ka'nikonhri:io (Good Mind)
- Adenidaohsra'/Onkwa'tenniten:ro (Compassion and Kindness)
- Dedwadadrihwanohkwa:k/Onkwatennitenrosera (Respecting one another)
- Degayenawa'ko:ngye/Tetewaterihwakwenyenhsthak (Working together)
- Dewagagenawako:ngye'/Tetewayenwakontye (Assisting one another)
- Esadatgehs/Enhsatatkenhse (Self-reflection on actions taken)
- Gaihwaedahgoh/Karihwayentahkwen (Taking responsibility)
- Gasgyao:nyok/Kahretsyaaronhsera (Encouragement)
- Gasasdenhsra/Ka'shatstenhsera (Strength/supportive to one another)
- Drihwawaihsyo/Ka'nikonhratoken (Honest and moral conduct)
- Oihwadogehsra'/Yorihwato:ken (Being truthful and consistent)
- Sgeno/Sken:nen (Peaceful thoughts and Actions)

REPORTING RELATIONSHIP

Reports to and works under the direction and supervision of the Ogwadeni:deo Director.

PURPOSE AND SCOPE OF THE POSITION

The Quality Assurance Manager coordinates internal and external service audits, reviews, and surveys. The Manager reports to the Director but may assist other Managers/Supervisors when required. The Manager is responsible for ensuring that the agency develops and monitors outcomes that flow from the Ministry's Accountability Framework, and the Ogwadeni:deo Mission and Strategic Planning process.

RESPONSIBILITIES AND SUPPORT TO OGWEHO:WEH FAMILIES, CHILDREN AND YOUTH

- Assists with the implementation of quality assurance methodology and continuous quality improvement theory and methods.
- Assists with an on-going monitoring/review and evaluation of the Ogwadeni:deo program in terms of quality assurance and continuous quality improvement (QA/CQI).
- Facilitate and coordinate research studies as required with Ogwadeni:deo staff and external researchers.
- Assists with the development and implementation of quality improvement strategies in collaboration with service areas to address areas for improvement arising from audits, evaluations, and community partnerships.

OGWADENI:DEO THE AGENCY

- Coordinates internal and external service audits, reviews and surveys.
- Identifies quality assurance concerns and recommendations for addressing those concerns.
- Measures the outcomes required for submission to the Ministry as a result of the service planning process and the Accountability Framework.
- Develops outcomes measures designed to ensure that collaborative approaches to child welfare services are delivered to children, their families and the community.
- Ensures that provision of culturally appropriate services are consistently reflected in the Quality Assurance program.
- Ensures supervisory approval of all Quality Assurance decisions, in consultation with appropriate senior staff and/or the Director.
- Assists with the analytical review of data, documents, and forms for purposefulness and compliance.
- Identifies areas of service improvement, implements improvements, and involves staff in a participatory process of continuous improvement.

- Designs and implements an ongoing internal file audit process of all child, family and alternative care files and reports finding to the appropriate senior staff and/or Director.
- Keeps staff informed of current and changing legislation, regulations, policies, procedures and guidelines relevant to the Quality Assurance program.
- Implements a Quality Assurance work plan identifying program objectives.
- Lays out the process for quality control and an improvement system.
- Develops a Quality Assurance Annual Plan and identifies the outcomes and measures/indicators that will measure the progress.

HONEST AND MORAL CONDUCT

- Any financial matters shall adhere to financial policies.

BEING TRUTHFUL AND CONSISTENT

- Establishes strong and credible working relationships with staff to facilitate ongoing monitoring and review of service, leading to greater understanding and improved outcomes.
- Establishes a systematic collaborative approach to anticipate problems and assess how a problem and solution will affect others.
- Establishes a demonstrated ability to work harmoniously with others to get the job done and shares critical information with those involved in projects.
- Maintains the highest level of confidentiality at all times.

ASSISTING ONE ANOTHER

- Performs other duties as assigned from time to time by the Director.

WORKING CONDITIONS

This position can involve considerable stress given that certain reporting deadlines must be met that depend upon accurate and timely data investigation and quality assurance service outcomes measures; that can involve highly sensitive issues in the community served.

STRENGTH/SUPPORTIVE TO ONE ANOTHER

With the Ogwadeni:deo Director:

Takes direction from and works closely with the Director and the Senior Manager of Services on a day-to-day basis in supporting her/him in fulfilling her/his obligations to quality assurance service measures and outcomes support.

With Other Ogwadeni:deo Program Managers, Supervisors and staff:

Provides information and assistance, and works in a cooperative and courteous manner in support of the Director in ensuring mutually-served clients receive the best possible, coordinated service.

With The Community:

Acts as a role model and represents and promotes the Ogwadeni:deo Program in a courteous, cooperative and professional manner.

SELF-REFLECTION ON ACTIONS TAKEN

Errors in carrying out the responsibilities of the position could result in:

- Loss of credibility, trust and public confidence in the Ogwadeni:deo Program,
- Harm or injury to employees or children/youth and their families,
- Legal and/or financial liabilities,

TAKING RESPONSIBILITY

Works within the data management systems; by turning data into information and knowledge and the parameters set out in such provincial legislation/regulations/policy guidelines as have been agreed to by the Ogwadeni:deo Commission.

QUALIFICATIONS

Basic/Mandatory Requirements

The successful applicant:

- must have a Master Degree in Social Work with three years of progressively related experience; or a Master's degree in a discipline concentrating on Quality Assurance and Statistical Analysis.
- must have an indigenous world view.
- must possess a valid Ontario class "G" driver's license.
- required to be the principal driver of a vehicle for use on Pre-Designation/Designation business.
- must submit a favourable criminal reference check and vulnerable sector screening.
- must be willing to work flexible hours.
- will be Ogwahon:weh in preference to other applicants.

Knowledge Requirements

The successful applicant:

- must be familiar with the relevant legislation, regulations and guidelines;
- must be familiar with the concept respecting that quality assurance guidelines help the agency to provide high quality services, supports and outcomes measurements;
- must have extensive knowledge of the range of methods and techniques involved in both traditional approaches to helping as well as contemporary social service work strategies;
- must have sound knowledge of quality assurance methodology and continuous quality improvement theory and methods;
- must be proficient with Microsoft Office applications and statistical software.

Ability Requirements

The successful applicant will demonstrate ability to:

- relate to and communicate effectively with community members in general;
- coordinate project management tasks and maintain standards of projects delivery with competing deadlines;
- provide appropriate research/evaluation design, methods and solutions, both quantitative and qualitative
- relate to and communicate effectively with Managers, Supervisors and staff of other community-based Programs, and external agencies as required;
- work within Ogwadeni:deo core values, policies, procedures, and guidelines, as well as provincial regulations and standards;
- verify and/or prepare comprehensive narrative and statistical reports regarding service delivery and procedures;
- ensure that everyone applying for services and supports is treated in the same way.

DISCLAIMER

This document describes the position currently available and is only a summary of the typical functions of the job. It is not an employment contract. The above job description is not an exhaustive list of the duties, responsibilities, working conditions or skills required for this position. Additional duties may be assigned. Ogwadeni:deo reserve the right to modify job duties or the job description at any time.

SIGNATURE

This is to acknowledge that I have received a copy of this job description and understand its content.

Signature of Employee

Date



APPLICATION FOR EMPLOYMENT
With the Six Nations Council

PART I GENERAL INFORMATION

Application for: (Job Title)			Closing Date:				
Name of Applicant:	First Name	Initial	Last Name			Band & Number(if applicable)	
Mailing Address (R.R.#, Blue # & Address)			Home Phone.			Alternate Phone No.	
City or Town or Village		Province	Postal Code			Email Address	
<p>Six Nations Elected Council is an equal opportunity employer and will seek to accommodate the needs of individuals with disabilities in a manner that most respects their dignity. All candidates are encouraged to apply; applicants from Six Nations and other First Nations will be given preference to deliver programs and services in a First Nations Community. Based on the need to provide qualified professional services only those applicants meeting the minimum requirements will be invited for an interview.</p>							
Do you have specific needs to be accommodated? If so, in what manner?		Do you have the valid required license(s)? <input type="checkbox"/> Yes <input type="checkbox"/> No		Do you have a valid First Aid/CPR Certificate? <input type="checkbox"/> Yes <input type="checkbox"/> No		Have you had WHMIS Training? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If you have previously worked for Six Nations Council, please answer the following: Length of time worked _____ Months _____ Year(s) Dates Employed: _____ Reason for Leaving _____							
Permission for GREAT to keep a copy of application to assist in seeking/obtaining employment. <input type="checkbox"/> Yes <input type="checkbox"/> No Have you ever been convicted of a criminal offence for which a pardon has not been granted? <input type="checkbox"/> Yes <input type="checkbox"/> No Do you wish to work <input type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time <input type="checkbox"/> Temporary/Casual Some positions may require a medical examination as it pertains to the position and will be requested if you are the successful candidate. Would this present a problem for you? <input type="checkbox"/> Yes <input type="checkbox"/> No							

PART II EDUCATION

Year Last Attended	Secondary School					College or University					Graduate or Professional				
	9	10	11	12	13	1	2	3	4	5	1	2	3	4	5
Level Completed															
Certificates, Diplomas, Degrees obtained															
Course of Study Taken															
List any specialized Training, Apprenticeship Skills, Awards, Professional Designations, and other Education															

PART III WORK HISTORY	
I Present or Last Employer	Address:
Type of Business:	Telephone Number:
Your Job Title:	Period Employed:
Name & Title of Immediate Supervisor:	Your reason for Leaving:
Briefly describe your Duties & Responsibilities:	
II Previous Employer	Address:
Type of Business:	Telephone:
Your Job Title:	Period Employed:
Name & Title of Immediate Supervisor:	Your reason for Leaving:
Briefly describe your Duties & Responsibilities:	
III Previous Employer:	Address:
Type of Business:	Telephone Number:
Your Job Title:	Period Employed:
Name & Title of Immediate Supervisor:	Your reason for Leaving:
Briefly describe your Duties & Responsibilities:	
We will be contacting your present and any previous employers listed for a reference check. Besides your Immediate Supervisor who else should we ask to speak with? (List name, job title & phone number)	
1.	
2.	

****PLEASE READ CAREFULLY****

YOU ARE REQUIRED TO PROVIDE PROOF OF YOUR EDUCATIONAL QUALIFICATIONS AS IT PERTAINS TO THE JOB DESCRIPTION. PLEASE ATTACH A COPY OF YOUR DIPLOMA, DEGREE, CERTIFICATE OR TRANSCRIPT WITH YOUR COVERING LETTER, RESUME AND APPLICATION FORM

By signing this application you are consenting for this employer to contact your previous employers for references.

Authorization:

I have completed this application to the best of my ability and the foregoing statements are correct to the best of my knowledge. I do understand that any misrepresentation may disqualify me from employment or be cause for dismissal. If I am hired, I shall abide by all policies and procedures of the Six Nations Council which includes serving an initial probationary period.

Applicant's Signature

Date