



Job Posting –Internal/External

Position: Director, Quality, Communications & Community Outreach

Status: Permanent Full-time

Working Hours: 37.5 hours per week, Mon-Fri

Salary: 75,000.00

Reporting to: Chief Executive Officer

Job Summary: Reporting to the CEO, the Director of Quality, Communications & Community Outreach is an integral part of the senior management team at ESS Support Services. Oversees the overall development, implementation and monitoring of the quality improvement plans and initiatives at ESS, monitors quality indicators and other quality initiatives/action plans, and report in collaboration with various department teams. Works collaboratively with cross departmental teams to complete specially assigned projects. Plans for and oversees volunteer recruitment and engagement. Provides leadership guidance for direct reports. Supports a culture of client safety as part of ESS key strategic goals and priorities. Identifies client risk; support a non-punitive reporting environment for reporting unsafe practices and/or errors; support staff safety surveys and acts on the safety recommendations.

Duties and Responsibilities includes but not limited to:

- Leads the senior management team to develop and coordinate consistent quality improvement plans and initiatives, policies and practices.
- Develops, implements, and monitors quality improvement initiatives and indicators including staff and client satisfaction surveys, incident report management and quality reports. Establishes alignment with organizational priorities, and provides necessary education and support to those involved in the initiatives/projects.
- Compiles and presents a quarterly and Annual Balance Scorecard report.
- Coordinate the agency's program quality evaluation with cross department teams.
- Oversees the Accreditation Canada Qmentum Program, communicates changes and updates of the program, and guides and makes recommendations regarding alignment of accreditation standards into the organization's work.
- Oversees internal and external communications materials and assets, including website content, annual reports, newsletter, brochures and pamphlets and social media to enhance marketing, working with the Marketing & Communications Specialist and Community Outreach Coordinator.
- Oversees volunteer recruitment and engagement at ESS, working with the Manager of Volunteer Services & Community Outreach.
- Collaborates with cross-departmental project team to initiate, plan execute, monitor and close specially assigned projects.
- Provides leadership and guidance for direct reports.
- Participates in the recruitment, hiring, orientation of new staff and volunteers. Identifies training needs and development opportunities for staff and volunteers as per best practice standards. Conducts employee evaluation, discipline and termination. Conducts staff meetings on a regular basis.
- Participates in the Board-led Quality & Safety Committee. Chairs the Ethics Committee, Quality Improvement Teams and Accreditation.
- Performs other duties as required. Assumes responsibility for organizational operations in the absence of the CEO or other senior management team when requested. Participate in professional

development opportunities; strategic planning activities, conferences, workshops, committees, and other agency initiatives as they relate to Quality, Communications and Community Outreach. Represents the agency at external committees, planning tables, and events. Travels using own vehicle. Maintains knowledge, observes, practices, and enforces appropriate procedures in regards to Fire, Safety, Quality, and environmental standards. Monitors, promotes, practices, and enforces Occupational Health & Safety policies and procedures.

Qualifications:

- Degree in health/community services-related discipline, project management or relevant work experience. Master's degree preferred.
- Minimum 3 year of quality improvement experience.
- Experience working in the community support services sector, an asset.
- Experience in volunteer management, an asset
- Solid understanding of and experience with Accreditation methodology and process, preferred.
- Experience in collecting, interpreting, and analyzing data for the purposes of quality improvements.
- Excellent interpersonal, oral, and written communication skills, with attention to details.
- Self-directed and able to deal with multiple stakeholders while managing multiple priorities and workload management.
- Demonstrated inter-professional team leadership and conflict resolution/negotiation skills at all levels of organization.
- Excellent computer skills; advanced working knowledge of Microsoft Office applications and knowledge of various social media applications.
- Demonstrated practice and commitment to ESS Support Services mission, vision and values.
- Valid Ontario Driver's License and use of a reliable vehicle is required.
- Satisfactory Vulnerable Sector Police Check.
- Able to provide proof of 2 dose COVID-19 vaccination, upon hire.

Please respond with resume & cover letter to:

ESS Support Services

Hiring Committee

48A Rosemount Avenue, York, Ontario M9N 2B3

Fax: 416-243-7987

email: [hiring@esssupportservices.ca](mailto: hiring@esssupportservices.ca)

Additional Information:

To protect the health and safety of our employees, clients and their families and in the interest to follow strong public health measures, it is a requirement of employment at ESS Support Services to be fully vaccinated against COVID-19. ESS Support Services will consider cases needing accommodation as stipulated by the Ontario Human Rights Code.

ESS Support Services is a not-for-profit agency committed to supporting seniors in their desire to remain in their own homes and their community. We strongly encourage applications from women and men, people from racialized communities, visible minorities, persons with disabilities, aboriginal persons and people who identify themselves as LGBTQ2S+ and are committed to having a team that is made up of diverse skills, experiences and abilities.

We thank all applicants but advise that only candidates selected for an interview will be contacted.

In accordance with the Accessibility for Ontarians with Disabilities Act (AODA) ESS Support Services will provide accommodation, accessible formats, and communication supports for the interview upon request.