



## **QUALITY AND RISK COORDINATOR**

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### **About Yellow Brick House**

Yellow Brick House is a non-profit charitable organization dedicated to providing services to women and children who have experienced violence and abuse. Yellow Brick House provides emergency shelter, crisis support line and community counselling and supportive services to abused women and their children in York Region. Services are provided within a supportive environment that facilitates empowerment to help women and their children rebuild their lives.

### **POSITION OVERVIEW**

Yellow Brick House is committed to providing high standards of care and services to the clients we serve. To further this commitment, the organization is positioning itself to receive Accreditation for CARF International. Yellow Brick House is seeking a qualified individual to complete the Accreditation standards, guidelines and manual review and update project deliverables. The Quality and Risk Coordinator will lead the organization in Accreditation readiness and application. This person will support Yellow Brick House in developing a framework for a full and thorough accreditation process that is to be later considered by the CARF International.

### **RESPONSIBILITIES**

- Create the development of an accreditation workplan that identifies key deadlines, outputs, scopes, and responsibilities.
- Lead the development of an accreditation project plan that aligns the organization with behavioural health models.
- Develop mapping processes and standards of excellence for Yellow Brick House services.
- Lead the development of an evaluation framework, Key Performance Indicators and tools for evaluating the accreditation module and the implementation for ongoing monitoring and sustainability.
- Support communications to inform and update Yellow Brick House staff, Board of Directors, and stakeholders about project activities.
- Manage the organizational assessment and document management systems, working with subcommittees to identify evidence (reports, policies, minutes, program information etc.) that need to be submitted for review to CARF International
- Review accreditation indicators and assess policy compliance.
- Prepare draft for an accreditation framework.
- Provide supports to project advisory group.

### **Maintenance and Administration:**

- Follow the duties and responsibilities specified under the Occupational Health & Safety Act Sections 28
- Ensure adherence to established safety, quality, compliance, and housekeeping standards and participate in the continuous improvement process.
- Attends mandatory and development training as required.
- Read, understand, and follow agency policies and procedures.

**Engagement:**

- Communicate fully and openly with supervision; keeping supervisor fully informed of relevant Board and staff member information.
- Active positive participation in advisory group meetings
- Maintain a positive approach and a professional manner at all times.
- Weekly meetings the Manager, Direct Services
- Other duties as assigned.

**PERFORMANCE MEASURES**

- Successful development of an organizational project plan to implement standards.
- Survey training and preparedness tools developed.
- A successional audit conducted after 6 months of embedded processes and procedures, resulting in accreditation status achievement.

**QUALIFICATIONS REQUIRED**

- Completion of a 2-year diploma or Degree in a research, administration, quality, and risk management
- Experience in Risk Management considered an asset.
- Knowledge of research, assessment, and project development
- Knowledgeable of the health care sector and best practices

**SKILLS REQUIRED**

- Ability to lead and direct work that demonstrates Yellow Brick House's commitments to cultural safety, equity, diversity, and inclusion approaches.
- Experience working with the CARF International, or other related accreditation body, is preferred.
- Experience collaborating with multiple stakeholders and committees and translating knowledge for various audiences.
- Strong project management skills, including prioritizing and managing multiple projects with complex demands and short timelines.
- Proficient in various Microsoft tools, and project management programs
- Ability to lead and direct work that demonstrates IPHCC's commitments to cultural safety, equity, diversity and inclusion approaches.
- Experience working with the Canadian Centre for Accreditation, or other related accreditation body.
- Experience collaborating with multiple stakeholders and committees and translating knowledge for various audiences.
- Strong project management skills, including prioritizing and managing multiple projects with complex demands and short timelines.
- Proficient in various Microsoft tools, and project management programs
- Critical thinking skills to reason through moderately complex written information
- Ability to function with a high degree of attention to detail, quality of work, accuracy.
- Ability to prioritize work in a dynamic, fast paced, setting often working with competing priorities.

**CORE COMPETENCIES**

- Teamwork and collaboration
- Able to maintain a mature problem-solving attitude while dealing with stressful demands.
- Assertiveness
- Able to communicate well with others while simultaneously building credibility and rapport.
- Deadline Attainment
- Results Driven

Yellow Brick House would like to thank all applicants for their interests; however only those selected for an interview will be contacted.

Yellow Brick House is an equal opportunity employer, and we will accommodate your needs under the Ontario Human Rights Code. Upon individual request, hiring processes will be modified to remove barriers to accommodate those with disabilities. Should any applicant require accommodation through the application, interview or selection processes, please contact the Human Resources Department for assistance.

Please be advised that in order to be eligible for employment at Yellow Brick House, all new hires must have received the full series of a COVID-19 vaccine or combination of COVID-19 vaccines approved by Health Canada (e.g., two doses of a two-dose vaccine series, or one dose of a single-dose vaccine series); AND have received the final dose of the COVID-19 vaccine at least 14 days prior to the hired employee's first date of employment. Medical exemptions or any other kind of requested exemption based upon the Yellow Brick House's obligations pursuant to the Ontario Human Rights Code will be considered on a case-by-case basis.

**If you are interested in applying, please send your resume to [jobs@yellowbrickhouse.org](mailto:jobs@yellowbrickhouse.org). We thank all those who applied, those selected will be contacted for an interview.**