



College of Occupational  
Therapists of Ontario

## Quality Assurance Associate Full-Time, Permanent

If you have excellent organization skills, enjoy program development and thrive working independently and collaboratively, consider applying to join our team!

The College of Occupational Therapists of Ontario is seeking a full-time Quality Assurance (QA) Associate. This role will report to the Manager, Quality Assurance and support this key program area of the College.

The QA Associate is responsible for: case management; committee and subcommittee support; data collection and management; routine correspondence and documentation; and, contributes to the delivery of registrant education related to the program and the development of standards of practice.

### **KEY FUNCTIONS AND RESPONSIBILITIES:**

#### **PROGRAM SUPPORT**

- Acts as the first point of contact for registrants and the public requesting information regarding the program
- Develops and maintains registrant files in hard copy and electronic form, throughout the quality assurance process
- Assists in the development and ongoing management of the electronic database, including data entry and report generation, including preliminary analysis of reports
- Implements procedures to ensure privacy and confidentiality of registrant information

#### **CASE MANAGEMENT**

- Supports the Manager in all aspects of case file management
- Coordinates the process for cases and tracks all activity related to files including legislative timelines and submission deadlines to ensure College and registrant compliance and for the purpose of collection trending data
- Implements process related to registrant selection for the Quality Assurance program

## **Job Posting: Quality Assurance Associate**

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### **DATA MANAGEMENT**

- Assists in the development and ongoing management of the QA database, including development of queries and production of database reports
- Enters all relevant data into electronic database, and ensures the accuracy and integrity of all data entry and reports

### **CORRESPONDENCE AND DOCUMENTATION**

- Prepares notification and information packages for registrants
- Accurately and promptly drafts all routine correspondence and documentation for the program area.

### **COMMITTEE, SUBCOMMITTEE AND WORKING GROUP SUPPORT**

- Assists with meeting scheduling, agenda preparation and resource material collation
- Prepares meeting packages for distribution to committee members
- Drafts accurate minutes for committee and subcommittee meetings
- Drafts decision letters and Notice of Intent letters

### **REQUIRED EDUCATION/EXPERIENCE:**

- A College diploma in business, health or a related field
- Minimum two years' experience in an administrative support position

### **REQUIRED COMPETENCIES:**

- Excellent interpersonal skills and experience working effectively as a team member with minimal supervision
- Excellent written and verbal communication skills
- Proven organizational and time management skills
- Independent problem-solving skills
- Knowledge and ability to work within a legislative framework
- Familiarity with processes for determining and maintaining confidentiality of sensitive materials
- Proficiency in MS Word, MS Excel, MS PowerPoint
- Attention to detail with respect to all elements of the role from data entry to proof-reading minutes.
- Advanced computer knowledge, including MS Word, MS Excel, MS PowerPoint, database management, and document management systems

## **Job Posting: Quality Assurance Associate**

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### **PREFERRED EDUCATION/SKILLS:**

- Previous experience supporting boards, councils and/or committees
- Familiarity with sophisticated database management (iMIS or comparable CRM) and document management software
- Familiarity with development and analyses of surveys

Please forward your cover letter and resume to [resumes@coto.org](mailto:resumes@coto.org) by June 15, 2018, using the email header "Quality Assurance Associate Job Posting"

The College wishes to thank all applicants. Only those selected for an interview will be contacted. Candidates who are called in for an interview will be asked to complete a proof-reading and writing test.