



College of Occupational Therapists of Ontario
Ordre des ergothérapeutes de l'Ontario

Position: Manager, Quality Assurance

Company: College of Occupational Therapists of Ontario

Type: 1 Full Time Position

Location: Currently Remote - 20 Bay Street Toronto, M5J 2N8

Imagine a job where you manage a comprehensive quality assurance program to ensure that best practices are being followed by all occupational therapists across Ontario

Imagine a job where you lead a program and team to make a difference for those that receive occupational therapy services.

Imagine a job where you bring all this together to help recipients of healthcare!

Add a great collaborative work environment, excellent work life balance, and you've imagined a job at the College of Occupational Therapists of Ontario.

About the College

The College of Occupational Therapists of Ontario is the regulatory organization that oversees the practice of occupational therapists (OTs) in Ontario. Our job is to make sure that the public receives safe, effective, ethical care from OTs. We are Canada's largest regulator of occupational therapists, overseeing the 6,500+ that are registered here in Ontario.

Working together with the public, stakeholders, and the larger regulatory health community, we are currently working towards a bold vision: to be leaders in collaborative quality regulation.

College of Occupational Therapists:

The Culture:

The College has a culture of collaboration, engagement, and respect and wants employees who will thrive in a supportive and friendly environment.

You will succeed at the College if you are:

An Excellent Communicator – you will be communicating with occupational therapists and your co-workers as well as committee and board members. Your verbal style must be confident, reassuring, positive, and clear



Organized – you are self-motivated and manage your time well. As the leader of the Quality Assurance Department you must be able to organize your day to meet a variety of priorities and deadlines

Flexible – this is a position where you will be managing a multifaceted program with various methods of quality assurance tools and activities. You must be flexible in accomplishing differing tasks.

The Position:

Reporting to the Deputy Registrar, the Manager, Quality Assurance is a dedicated, detail-oriented professional that will develop, manage, implement, and evaluate the Quality Assurance (QA) Program. As the leader of the Quality Assurance program, the manager will be responsible for the delivery of registrant education related to quality assurance and regulation, self, peer and practise assessments. The manager will also be responsible for the development of standards of practise, knowledge, and skill to promote quality and continuing competence within the profession.

This full-time position is currently remote, but this could change, requiring you to work at the College office on Bay Street in Toronto. As the pandemic continues to evolve, a hybrid telecommuting model may be a possibility.

The starting annual salary for this position is \$82,829.00, but may change depending on level of experience. There is a comprehensive benefits package and 4 weeks' vacation as well as a continuing education allowance.

What you will be responsible for:

Quality Program Management

- Managing the Quality Assurance (QA) Program design, development and daily implementation and monitoring of programs and staff.

Case Management

- Managing and coordinating all aspects of the case management process from selection to disposition including disseminating information related to the outcomes, management of Quality Assurance Program registrant files and competency evaluations. Reporting case activity to the Deputy Registrar. in addition to providing support to the Quality Assurance Committee (QAC) and ensuring College policy is observed.



Quality Assurance Committee and Sub-Committee Support

- Managing the delivery of, and provides direct support to, the Quality Assurance (QA) Committee and QA Subcommittee as well as any other QA working groups under its direction. Supporting the Committees with recommendations, scheduling, agendas, decision-making and material preparation, as well as project development and provision of essential information.

Monitoring and Compliance

- Overseeing all matters related to registrant non-compliance with any component of the QA Program. Overseeing educational and remediation programs directed by QA Committee and ensures compliance with Committee decisions.

People Leadership

- Managing the work and performance of Quality Assurance Program Lead, Program Associate, consultants, and professional resources in the delivery of file and data management support, committee support, practice standards development and response to inquiries from registrants and the public.

Financial Management

- In conjunction with the Deputy Registrar, Director of Finance and Corporate Services, developing and monitoring the Quality Assurance Programs' budget, taking corrective action as required.

Data Analysis and Interpretation

- Managing data collection processes, report preparation and information sharing with other College programs. Making recommendations to Deputy Registrar relative to trends, and contributes to the development of regulations, standards, and guidelines.

Communications/Stakeholder

- Representing the College to registrants and stakeholders, and participating on, and providing support to, committees, task forces, working groups, etc.



Project Management

- Leading programs and College-wide ongoing special projects, coordinating the collective skill sets and expertise, and controlling resources toward the achievement of goals and objectives.

Education

- Providing orientation, continuing education, and information on QP and College programs. Processing trends, through various mediums to a wide audience, and contributes to College publications.

What makes you the ideal candidate?

- Meticulous attention to detail and accuracy
- Proven organizational, planning, goal setting and time management skills
- Excellent interpersonal and team-building skills
- Demonstrated public speaking and presentation skills
- Knowledge of privacy and sensitivity to issues of confidentiality
- Knowledge and ability to work within a legislative framework.
- Demonstrated ability to work independently and to take initiative
- Able to work well under pressure and to deadlines
- Able to work effectively with a variety of consultants
- Demonstrated project management and analytic skills
- Ability to set priorities and organize work effectively to deadlines
- Supervisory skills: assignment of tasks, performance review, ability to give and receive feedback
- Clear and effective written and verbal communication skills
- Computer knowledge, including word processing, database management and document management

Required education and experience:

- University preparation in Occupational Therapy with a minimum of five years' practice experience in Ontario, or if not an occupational therapist, another regulated health discipline or corresponding experience in the regulatory field.
- Demonstrated ability to develop and apply principles of quality assurance and improvement
- Proven program management and project management skills



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Preferred education and experience:

- Knowledge and experience with evaluation design and methodology
- Experience with Council or Board run organizations.
- Familiarity with the *Regulated Health Professions Act, 1991* and with the regulatory process
- French language proficiency is an asset

Equity, Diversity, and Inclusion at the College:

The College of Occupational Therapists of Ontario is committed to building, maintaining, and fostering an equitable, diverse, and inclusive workplace. We encourage those from equity-deserving groups to apply to our open positions, and endeavor to welcome and value the unique perspectives and experiences all new people bring to our organization.

How to apply:

Please submit your resume to Katherine Taylor at ktaylor@taylormcmahon.com. Please make any requirements you may have for accommodations known when making contact for the recruitment process. November 26, 2021, is the deadline date for resume submissions.

We look forward to hearing from you!