

Role: Quality and Risk Management Lead
Revised: September 2024
Salary: Commensurate with experience

Reports to: Chief Executive Officer
Weekly Hours: 37.5 Hours per week

ABOUT SHALOM VILLAGE:

Shalom Village is a non-profit campus of care that specializes in the health and wellbeing of Hamilton area seniors. We provide an unwavering commitment to making every day the best day possible for the seniors who depend on Shalom Village services and programs.

Through their dedication, training and commitment to seniors, our team members transform the lives of older adults through a variety of programs and services, including long-term care, senior living apartments, fitness, community wellness and social programs.

Our long-term care services provide a homey environment and programs for frail seniors, while our assisted living apartments are perfect for more active seniors. Our fitness and community programs support local seniors living at home, while also providing them with the opportunity to socialize with their peers, learn new skills, and stay healthy and fit. ***Shalom Village is here to help create moments that matter for every senior!***

**Founded by the Jewish Community, for the benefit of all seniors throughout the Hamilton Region, our Jewish values and traditions ensure that all residents & participants, benefit from the respect, compassion, and dignity inherent in the Jewish faith. We welcome and celebrate individuals from all backgrounds, faiths and cultures.

MISSION, VISION & VALUES

Our Vision: Honouring our Fathers and our Mothers

Our Mission: To provide opportunities for the continuity of life interests, values, and relationships for those who need supportive housing, long term care, convalescent care, adult day services and specialized fitness facilities within the context of Jewish Values and Kashruth. We want all those who need our services to feel AT HOME.

Our Values: At Shalom Village we use the acronym AT HOME to provide a clear link between our vision, mission, values, and most importantly how these guiding principles are brought to life for all our stakeholders.

- **Acknowledge:** We will listen to each other and commit to being approachable, trustworthy, and helpful while valuing each person's contributions, perspectives and differences.
- **Together:** We will support each other and believe that together we can achieve anything.
- **Home:** We will create a feeling of comfort, trust, familiarity, and safety that honours Jewish Values and brings about each individual person's feeling of being at home.
- **Organization:** We will strive for learning, innovation, accountability, transparency, and excellence.
- **Memories:** We will share memories and create new ones through relationships, sharing, and celebrations.
- **Enablement:** We will empower, encourage, and focus on each other's strengths to make possibilities possible and accomplish our goals.

As a charity that depends on donor support, Shalom Village Staff play a vital role in our ability to deliver the lifesaving programs that benefit Shalom Village residents and participants. It is crucial that staff members believe-in the power of philanthropy to bring people together to support the hundreds of seniors, and family members whose lives we impact every day. Our staff members are important ambassadors, donors, and members of the Shalom Village Family. We encourage all staff to join us as we harness the power of philanthropy to help us build a thriving community for our seniors, our families, and our staff.

Acknowledged · Together · Home · Organization · Memories · Enablement

www.shalomvillage.ca

Quality and Risk Management Lead

Reporting to the Chief Executive Officer, Quality Improvement and Risk Management Lead works collaboratively with the directors leaders, and employees at Shalom Village responsible for developing, implementing, and overseeing quality improvement initiatives that enhance the overall effectiveness of care, services and quality of life. The Quality and Risk Lead Quality Improvement Committee meetings, coordinating the overall Quality and Risk Management Program, leading accreditation activities and fostering a culture of continuous improvement. The ideal candidate will have a strong background in quality and process improvement, and a passion for delivering high-quality care to seniors with a focus and emphasis on safety and improved health outcomes. The candidate will possess exceptional analytical skills, a keen eye for detail, and the ability to collaborate seamlessly across departments.

At Shalom Village, we offer a supportive work environment, competitive compensation, and opportunities for professional growth and development. This is an exciting opportunity for a dedicated individual who is passionate about making a positive impact on the lives of seniors and their families. If you are ready to join a team that is committed to providing exceptional care and services to our community, we encourage you to apply to this exciting opportunity.

Key responsibilities include, but are not limited to:

Responsibilities:

- Uphold Mission, Vision and Values of the organization.
- Lead and/or support the improvement of organizational structures, processes, systems, strategy, culture and organizational effectiveness using project management, quality improvement and organizational development best practices.
- Provide continuous improvement problem-solving assistance to the leadership team and frontline staff, leading change across the organization in an effort to achieve strategic and operational goals.
- Provide project management support to the development and implementation of strategic and operational initiatives.
- Chair the LTC Quality Committee and associated responsibilities relating to quality of care and services as indicated in the Fixing Long Term Care Homes Act.
- Be an active non-voting member of the Quality Committee of the Board, complete documentation and reports for the committee.
- Provide accreditation leadership and coordination for the organization.
- Implement effective measurement tools that will measure the impact of interventions and evaluate the return on investment and inform future initiatives/improvements and/or adjust initiatives, as appropriate.
- Develop, implement and evaluate tools to support organization knowledge and capacity for a culture of continuous improvement.
- Ensure proper tracking of improvement initiatives and project management documentation.
- Create reports and communication documents to report on organization and initiative status including potential grants.
- Oversee the policy and procedure development, implementation and education of organizational policies and procedures.
- Support and coordinate research activities within the organization.
- Promote an environment that encourages and supports change using change leadership theory.
- Maintain quality and risk dashboards with key indicators for the organization in consultation with leadership.
- Coordinate and provide overall leadership for quality improvement across the campus of care.

Acknowledged · Together · Home · Organization · Memories · Enablement

www.shalomvillage.ca

Qualifications:

The successful applicant will possess the following qualifications:

- Bachelor's degree in business, health profession or related discipline, master's degree preferred. Understanding of post-acute care, long-term care and community-based support services (preferred).
- Three (3) years experience in quality improvement/project management and/or change leadership experience in health care. Other industries will also be considered.
- Knowledge of Change Management, LEAN, Quality Improvement & project management principles (preferred).

The successful applicant will possess the following skills and expertise:

- Knowledge of performance measurement methods and statistical analysis.
- Experience using a research-oriented approach to collect, analyze, and interpret data with demonstrated ability to identify and present data-driven insights and trends.
- Strong competency in Microsoft 365 suite, particularly Excel.
- Highly effective leadership, interpersonal, oral and written communication skills combined with excellent organizational, critical thinking and problem-solving skills.
- Attention to detail and proven prioritization skills with the ability to manage multiple concurrent assignments.
- Demonstrated experience in leading change and project management.
- Strong facilitation skills.
- Collaborative team player with strong influencing skills who easily builds effective working relationships with colleagues, senior leaders and stakeholders in order to move initiatives forward.
- A clear commitment to equity, diversity, inclusion, anti-racism and antisemitism.
- Lead by example with respect to resident, client, caregiver and staff quality, safety, and compassion
- Ability to train, coach and mentor.
- Proven ability to work independently and collaborate with members of an interdisciplinary team.
- Demonstrated knowledge of and commitment to the principles of person-centered care.
- Must understand or be willing to learn about the *Fixing Long Term Care Homes Act* and Regulations.
- Thrive in a busy, collaborative, and caring environment.
- Have knowledge of research methods and experience with applied research.
- Flexibility, resilience and adaptability to changing needs and demands of the program and organization.
- Promotes a culture of philanthropy.
- Performs other duties as assigned.

To apply for this position, please send your cover letter and resume to HR@shalomvillage.ca

Shalom Village is committed to diversity and inclusivity. We are excited to hire people whose skills, attitude, and abilities contribute to the success of the organization and who reflect the values of our community.

***Shalom Village recognizes that the right fit for a position is more than just a list of criteria. If you believe you may be a good candidate, but you don't meet all the criteria, please apply, and tell us why you're a great fit in your cover letter. You may be just the person we are looking for.*

Acknowledged · Together · Home · Organization · Memories · Enablement

www.shalomvillage.ca