

Manager of Quality Development

We currently have a full-time permanent opportunity of Manager of Quality Development.

Find meaningful work with seniors.

Enjoy working on a high-performance team while making a difference in the lives of independent seniors.

Choose an opportunity to support our vibrant communities across Calgary

Benefit from flexible hours, healthcare coverage and a pension plan.

Under the direction of the Senior Manager of Innovation and Impact, the Manager of Quality Development will be responsible to define, implement and manage the pro-active processes to ensure the organization's established processes are in compliance to the legislation, regulations and organizational policies. The manager will audit, analyze, and evaluate current standards and practices, identifying innovative and promising practices that will improve and enhance the organization's performance. The manager also mobilizes and supports the employee teams to continuously excel within a culture of service, in alignment with identified business goals and strategies.

Key responsibilities include:

- Establishes and manages the quality assurance methodologies and standards lifecycle through design, implementation, evaluation, improvement identifications, redesign, and renewal
- Monitors, evaluates, measures and reports on effectiveness of implemented process improvement initiatives.
- Assesses current systems and develops new solutions to enhance quality control, working with other leaders to enact and improve procedures while identifying opportunities to enhance productivity, develop fluency and competency.
- Determines training gaps (in employees; and develops communication materials for staff teams on a range of topics related to quality to achieve employee buy-in, understanding, process adoption and performance improvement
- Performs gap analysis, initiates action plans to close gaps with the aim to continually improve performance, supports employee compliance with Silvera's policy and procedures
- Actively participates, supports, and leads external audits from existing regulatory bodies
- Performs internal self-inspections and performance audits; collaborates with staff regarding any identified issues with established standards to confirm and resolve issues through education and clarification
- Develops pro-active strategies as preventative measures against potential future issues with organizational systems or processes.
- Maintains comprehensive records of quality assurance activities, issues, and improvements.
- Monitors, identifies, and investigates incidents from a quality perspective; and facilitates reviews as a means of reporting and follow-up to critical incidents

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- Supports a culture of continuous quality improvement, including mentoring managers in using data from reports to identify areas of opportunity for improved operations.

Desired qualifications:

Diploma or degree in business, human services, or related discipline

- Minimum two years of process improvement/quality development experience with complex or decentralized organizations
- Strong analytical skills with the ability to synthesize information for a wide variety of applications
- Experience using change management principles and practices with operations teams to achieve organizational objectives.
- Excellent verbal and written skills; experience with training and facilitation an asset
- Excellent interpersonal leadership, problem solving skills
- Able to build and maintain strong working relationships with diverse stakeholders, while keeping them accountable to an agreed upon course of action.
- Strong computer skills (MS Office), and time management skills
- Attention to details and able to focus on data from multiple sources to identify issues

Working conditions:

- Valid Alberta drivers' license and access to reliable vehicle, as travel within Calgary is required
- Ability to respond to a variety of changing duties and work routines
- Able to manage multiple timelines, deadlines, and deliverables
- Work within a population vulnerable to illness, e.g. flu or pandemic outbreak

Hours of work:

- Mon-Fri from 8:00 a.m. to 4:00 p.m.
- After hours and weekend work is occasionally required.

What we offer:

- Competitive wage and benefits
- Training is provided
- Personally, rewarding work as part of a great team
- Career advancement opportunities

Silvera employees create positive impact every day. Together, we serve people who make their home with us, including in our supportive living communities, which provide meals, housekeeping, and Active Aging programs.

Our workforce is diverse, and there are opportunities in dining, housekeeping, maintenance, and administration. We celebrate each other through training, recognition, and opportunities for growth. We offer flexible full-time, part-time, and casual hours.

Silvera. More than 55 years of non-profit service to Calgarians. Home to more than 1,450 residents. Live your best life with us by building a meaningful career.

We thank all applicants; however, only those selected for an interview will be contacted.

Due to the current high volume of applications, we will not be accepting Phone calls about individual applications or Walk-in Applications. No Phone Calls Please.

****All prescreen questions must be answered completed for an application to be processed, incomplete applications may not be considered***