



Job Description

Identification

Position Number	Position Title	
X01-111	Quality Assurance Coordinator	
Department	Position Reports To	Site
Quality Improvement & Risk Management	Manager, Quality & Risk	Hay River Regional Health Center

PURPOSE OF THE POSITION

The Quality Assurance Coordinator is responsible for the planning, coordination, implementation, monitoring and evaluation of Accreditation Canada Program and Policy Management Framework. This position provides subject matter support, policy interpretation, accreditation coordination, and analytical assistance to ensure alignment with legislation, standards, and best practices.

SCOPE

This position may be located at one of the Hay River Health & Social Services Authority (HRHSSA) locations. They include the Hay River Regional Health Center (HRRHC), the Woodland Manor, Supportive Living Services and/or the Náydi Kúé Building. The HRHSSA is an accredited, integrated health authority that provides the following services: 19 acute inpatient beds (14 Community Support Beds, 1 Family Suite (Palliative), 2 Secure Rooms, 2 Observation beds), Emergency and Ambulatory Care, including dialysis and endoscopy; Midwifery Care and Delivery; 25 Long Term Care beds; Supportive Living Campus (a Territorial campus providing 11 permanent residences); Diagnostic Services (Diagnostic Imaging, Ultrasound, Mammography); Laboratory; Medical and Specialty Clinics including Diabetes programming; Social Programs (Community Counselling, Family Preservation, Healthy Families and Child and Family Services, Primary Care and Community Health, Home Care, and Rehabilitation which includes Physiotherapy, Occupational Therapy and Speech Language Pathology; and a full range of Support Services.

This position reports directly to the Manager of Quality & Risk Management. The position will be responsible for assisting with the activities of maintaining and amending policies within HRHSSA. As well as developing plans for and oversee the implementation of HRHSSA Accreditation projects. This position includes interaction with managers of programs and services and is required to communicate the results of these activities to the Manager, Quality & Risk Management,



management, staff, clients and public. The scope of this position crosses all departments and services including clinical practitioners.

RESPONSIBILITIES

1. Coordinates the overall direction of the Qmentum Accreditation Program associated with Accreditation Canada.

Main Activities

- Coordinates and leads the organization to ensure all activities associated with compliance with accreditation standards are carried out.
- Plans, prepares, directs and organizes the accreditation survey site visit for the Authority.
- Creates a recommendation action plan for the Authority and ensures all recommendations are followed up and reported back to Accreditation Canada.
- Coordinates and maintains all activities and responses to the Accreditation process, including preparation of special or progress reports to Accreditation Canada.
- Facilitates and provides assistance to management and quality teams to develop appropriate activities and indicators that meet Accreditation Canada's recommendations and standards.
- Educates staff to achieve an understanding and ownership of the accreditation process, standards and national guidelines, and application to the HRHSSA programs and standards.

2. Leads the HRHSSA in the implementation of standards, actions, plans and resources required in a professional, positive and timely manner.

Main Activities

- Provides expert advice throughout HRHSSA on the interpretation of Accreditation Canada standards and their implementation
- Support departments in any Accredited programs specific to their services
- Utilizes subject matter expertise to develop tracking and evaluation tools for all activities related to the successful Accreditation of the HRHSSA.
- Coordinates and participates in a variety of planning and decision-making meetings and activities throughout HRHSSA, ensuring that all processes, procedures and policies align with Accreditation Canada standards
- Provides direction, expertise, facilitation, recommendations and support to departments/programs, quality teams and management in the development, review, implementation and evaluation of their Accreditation quality initiatives,
- Extracts and analyzes data from various sources to provide recommendations to the Senior Leadership Team

3. Administers the HRHSSA Policy Framework.

Main Activities



- Provide advice regarding the interpretation, evaluation and analysis of legislation
- Develops, implements, monitors and evaluates a process to identify the need for new, updated or amended policies in collaboration with staff. This process includes communication and distribution.
- Supports the review and evaluation of existing policies
- Ensures that HRHSSA policies are currently meeting the three-year review timeframe.
- Participate in departmental policy committees.
- Recommend Policy approaches that would remain consistent with existing legislation.
- Participate in project teams and committees as assigned

4. Facilitates and coordinates Training on Accreditation Program and Policy Management Framework.

Main Activities

- Supports the planning, development, implementation and evaluation of the education plan for the Accreditation Program and Policy Management Framework
- Identifies opportunities for education to promote the understanding of the Accreditation Program and Policy Management Framework.
- Assists in the development of educational material and reviews educational material with attention to detail
- Organizes and ensures all requirements for the education sessions are arranged and properly functioning
- Coordinates an evaluation of the education plans

5. Assists in the development of the HRHSSA Quality Key Performance Indicators (KPI)

Main Activities

- Assists with the tracking of program metrics and reporting are in place for the day-to-day management of HRHSSA Quality projects to allow the reporting of status to management.
- Support the identification of department and organizational objectives to inform KPI development
- Support data collection processes by working with other departments

6. Perform other tasks, duties and functions as assigned by the Quality Risk Manager

POSITION ROLE IN CLIENT & STAFF SAFETY:



The HRHSSA is committed to creating a culture of safety throughout the organization. A culture of safety is necessary to provide optimal care to our clients, and a healthy workplace for staff. An organization with a culture of safety is characterized by several elements:

- Client-centered care;
- Healthy workplace;
- Open communication; and a
- Blame-free and accountable environment.

All staff throughout the organization shares the responsibility for client and staff safety by:

- Demonstrating a commitment to safety;
- Complying with safety policies, procedures and best practices;
- Identifying and reporting safety issues; and
- Participating in safety initiatives.

COMMITMENT TO CLIENT CENTERED CARE

Recognizing that our clients are the experts for their own lives, the Hay River Health & Social Services Authority (HRHSSA) is committed to support our clients as leaders to accomplish the goals that they have set out for us in their personal care. The (HRHSSA) will endeavor to provide client centered care through the following:

- Involving clients in their care by reducing barriers that may inhibit our ability to help them.
- Providing a culture that will ensure clients have a voice and participate in their own personal care.
- Empowering clients through improving client satisfaction, enhancing the quality of care and ultimately the quality of life for our clients.
- Focusing on the experience of the client from their perspective and listening to their needs.
- Fostering collaboration between the client and organization by working together to achieve our goals.
- Providing continuous dialogue with the clients to ensure that each and every client is seen as a unique individual.
- Ensuring staff are provided with the training and tools required to complete the best job possible.

CRIMINAL RECORDS CHECK:

Employment with the Hay River Health & Social Services Authority is contingent on providing a satisfactory criminal record check including the vulnerable sector check to the Human Resources Office prior to the official start date of a position.



KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of the Accreditation Canada Standards
- Excellent organizational and analytical skills.
- Exceptional interpersonal, communication skill (written and verbal), critical thinking, attention to detail and problem-solving skills.
- Must be able to act in a calm, composed manner while working in stressful and sensitive situations.
- Excellent report writing and presentation skills.
- Must have leadership, conflict resolution, consultation and negotiating skills.
- Intermediate computer skills in MS Word, Excel and PowerPoint, Email, Internet required. Working knowledge of MS Access, SPSS or Quality Management Database preferred.
- Ability to work with a wide range of data collection sources in health administration
- Must be able to meet deadlines, work autonomously, collaboratively, and in interdisciplinary team environment.
- Demonstrated ability to apply, teach and mentor teams in the use of accreditation and policy management.
- Knowledge of health care legislation in the NWT.
- Knowledge of legal aspects of health care including release of information, rules of confidentiality, privacy, and legalities in medical chart documentation, to provide strong educational leadership to management and staff in these areas.
- Knowledge of the healthcare delivery system, rights and responsibilities of health professionals, staff and patients in the NWT to handle complaints/concerns from clients.

QUALIFICATIONS:

Degree in health administration, health or social sciences; minimum of 5 years' experience in management in the health or social services fields; formal certification in a recognized Quality/Risk Management program.

ADDITIONAL REQUIREMENTS:

All employees hired by the HRHSSA are required to undergo an Employee Health Risk Assessment upon their start date, and annually thereafter.

Position Security (check one)

- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

Language Requirements (check applicable)

- English



- French
- Bilingual
- Required Language (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) Intermediate (I) Advanced (A) **X**

READING COMPREHENSION:

Basic (B) Intermediate (I) Advanced (A) **X**

WRITING SKILLS:

Basic (B) Intermediate (I) Advanced (A) **X**

Indigenous Language

- Required
- Preferred

Driver's License

X Required

Continuous/Non-Continuous

X Continuous

Non-Continuous



WORKING CONDITIONS:

	Physical Effort	Physical Environment	Sensory Attention	Mental Stress
Description	<p><u>Minimal-</u> Work activities involve alternating positions of light physical activities (sitting, standing, walking, bending, lifting light weight/inanimate objects, intermittent periods of keyboarding, etc.) which cause little physical effort. Majority of the time is spent in a comfortable position with frequent opportunity to move about at will. Activities require a variety of easy muscle movements</p>	<p><u>Minimal Physical-</u> Works in an environment with occasional exposure to mild unpleasant or disagreeable conditions, e.g. negligible conditions of dust, dirt, noxious odours, noise, etc. and/or a remote possibility of risk or accident or health hazard</p>	<p><u>Considerable-</u> Work activities involve a frequent need to concentrate on a variety of sensory inputs for lengthy durations at a time requiring diligence and attention to interpret effectively, e.g., graphic design, analyzing/auditing data/information, software/hardware programming, technical troubleshooting, repairing tools/equipment/instruments that are detailed requiring an exacting need for precision; writing complex reports, intense listening, e.g., when facilitating meetings, conducting interview, crisis intervention. If sensory activities are interrupted, considerable time in backtracking is required to resume activities. The need for detailed or precise work is high.</p>	<p><u>Moderate-</u> Work activities are performed in an environment with occasional exposure to one or more mental pressures. The mental stress would not be noticeably disruptive to the work, nor would the unpleasant reaction be too strong or persistent, e.g., pressure for deadlines, quotas or need for accuracy, unpleasant public or client contacts, probable concern about unpleasant situations, repetitious work, and or some disruption of personal life because of work, work schedules or need to travel.</p>
Level of Intensity (expressed in hours per day)	7.5 hours	7.5 hours	7.5 hours	7.5 hours



CERTIFICATION:

<p>_____ Employee Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p>I certify that I have read and understand the responsibilities assigned to this position.</p>	<p>_____ Quality Risk Manager</p> <p>Supervisor Title</p> <p>_____ <i>Clark</i></p> <p>Supervisor Signature</p> <p>_____ May 6, 2026</p> <p>Date</p> <p>I certify that this job description is an accurate description of the responsibilities assigned to this position.</p>	
<p>_____ <i>BCNS</i></p> <p>Director/Chief Executive Officer Signature</p>		<p>_____ <i>May 6, 2026</i></p> <p>Date</p>
<p>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</p>		

The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and duties required of this position.

Edit Record:

May 2010 Scope & Client Safety

January 17, 2012 Scope

May 2012 – update duties

October 2012 – update duties to reflect addition of Manager

April 2021 – editorial updates, add Commitment to Client Centered Care, Criminal Record check

August 2021- editorial updates

May 2026 – name change (formally Quality Improvement Coordinator), editorial updates, update duties