



Kitchenuhmaykoosib Inninuwug Dibenjikewin Onaakonikewin (KIDO) Maamao Dibenjikewin Kanawaabajikewin (MDK)

KIDO, the “KI Family Law”, has a vision is to create healthy self, healthy family, and healthy community. The emphasis of service is on family healing and maintaining connections within families and the community. KIDO’s mission is that our dibenjikewinan (families) can raise our awaashishag (children) and oshkaadizag (youth) in healthy homes.

QUALITY ASSURANCE MANAGER

Job Description (1 Position in KI)

POSITION SUMMARY

The **Quality Assurance Manager** will ensure the implementation of KIDO’s MDK service model. They will ensure services are delivered following the vision, goal, principles and values listed in KIDO. There will be many responsibilities associated with this position that include working closely and overseeing various Onakatawapajikeg (supervisors) within MDK. They will ensure that reporting functions and reviews are conducted efficiently to fulfill requirements as per KIDO, agreements, and protocols of KI and other governing partners.

The Quality Assurance Manager will also work closely with the training unit to develop modules on compliance and ensure the KIDO MDK database system is being used accurately and effectively to document actions taken by each staff member of MDK. They will also develop the system on how this accuracy, efficiency, and compliance is measured, so that any inquiries into the operations of KIDO’s MDK can be thoroughly reviewed by KI Chief & Council, DOO, the KIDO Director and/or other senior management.

This position reports to the KIDO Director.

QUALIFICATIONS

1. Completion of high school, a two (2) year community college diploma in social services, university bachelor’s degree and/or equivalent.
2. Technical proficiency must be able to use computers and generate reports.
3. Ability to analyze data and create and review processes.
4. Proven capacity to design and manage integration of quality improvement and research initiatives within an organization.



5. Experience in the field of child welfare is an asset.
6. Exceptional communication and interpersonal skills to develop strong working relationships.
7. Exceptional understanding of KIDO and MDK Service Model.
8. Preference given to those that have experience and understanding the history of KI, including the traditional culture and the impacts colonization has had on the community; but anyone without this knowledge will receive the required training and the book “We are the Land” about KI.
9. Must carry out the KIDO principles, mission, and values.
10. Must possess good verbal and written communication skills, including KI Anishiniimowin language.
11. Familiarity with computerized data systems is an asset.
12. Professional integrity and ability to maintain confidentiality are essential.
13. Ability to manage time of assigned duties and work flexible hours is essential.
14. A valid driver’s license is an asset.
15. A Criminal Record Check, with a Vulnerable Sector Check, is required.
16. Ability to travel extensively is required (KI, Sioux Lookout, Thunder Bay).

DUTIES AND RESPONSIBILITIES

1. Work extensively and provide leadership to front line staff, supervisors to ensure the effective delivery of MDK, participate in meetings, communicating regularly with supervisors.
2. Supervise and work closely with the Quality Assurance Worker.
3. Design, implement, and improve MDK quality standards.
4. Training, motivating, coaching, and correcting employees to ensure that standards are met.
5. Create reports to track process.
6. Formulate strategies to increase productivity.
7. Work closely with MDK staff, maintaining excellent communication and listening skills.
8. Work collaboratively with MDK staff to collect, analyze and interpret and summarize data for statistical and analytical reports. Interpret data and convey information to KIDO director.
9. Work with finance and IT to automate the process of collecting data and subsequent spreadsheets and reports.
10. Review Redmane database to verify accuracy and consistency of data.
11. Participate in training on KIDO and MDK.
12. All other duties as determined by KIDO director.



NOTE: While formal education is listed in the qualification section the hiring committee will consider it favourably when the candidate themselves is from KI and have local knowledge of the community, reserve life, and culture. For example, they know and have a relationship with the homelands, know KI spirituality, know the prayers, the landscapes, the waters, the people, the way we view our elders, the challenges of living in a remote reserve and can show a commitment to helping awaashish, oshkaadiz egwa dibenjikewinan of KI. It will also be an asset if the candidate can walk their talk, for example, lives a healthy lifestyle themselves and have a healthy dibenjikewin life.