

Position: Director of Quality Assurance

Location: Approximately 25% remote, 75% in office Kitchener (Anselma House); Cambridge (Haven House)

Wage: \$83,000 annually (generous vacation and benefits package)

Closing Date: Monday November 15th at 4pm

Who Are We? Women's Crisis Services of Waterloo Region provides emergency shelter to women and children fleeing abusive relationships. We operate two shelters: Anselma House in Kitchener and Haven House in Cambridge. Our facilities operate on a 24/7 basis. We believe that everyone deserves to live a life free from abuse. Our team has created a supportive working environment helping individuals continuously learn and grow with a focus on growing from within.

**WCSWR supports women, transgender and gender-diverse individuals.*

Make a difference while building your career with WCSWR, voted Waterloo Region's #1 Not- For Profit! by "The Community Edition"

What makes WCSWR a great place to work?

- Dynamic workplace culture with a strong sense of team
- Professional development with opportunities both on-site and off-site with industry leading experts to develop skills and knowledge on how to better support women and children
- Work environment that supports diversity, equity and inclusion
- A team that is passionate about helping others

Position:

Under the direction of the Chief Executive Officer (CEO), the Director of Quality Assurance is responsible for overseeing quality assurance efforts and the organization's operational management. An emphasis will be on continuing to standardize and improve upon core services. The Director will work closely with the leadership team and key staff to further the agency's mission by participating in strategy and direction setting. The primary role will be that of a senior project manager ensuring that the infrastructure is in place to meet strategic objectives. In this role you will manage multiple projects, agency contracts, drive appropriate analyses, meet project goals, manage timelines and work with the leadership team to successfully implement new processes, technology and strategy.

Further responsibilities include oversight of the organization's part time Research and Evaluation Coordinator and the following external contractors; IT, Cleaning, Facilities and Maintenance Consultant.

Education and Qualifications:

- Bachelor or Master's Degree in Business, Public Administration or a related field.
- PMP designation.
- More than 7 years of work experience in a relevant field with demonstrated cross-functional project leadership experience.
- Previous experience in property management, managing multiple third-party contracts and contract staff.
- Strong leadership skills and capacity to think strategically.
- Experience working in the Not for Profit sector is an asset.



- Excellent computer skills, strong technological and systems knowledge.
- Passion for the cause and social justice issues.

Skill Requirements:

- The ability to effectively lead, motivate and support managers, staff and volunteers
- Motivated to work hard and drive results in a fast-paced team environment
- Excellent problem-solving skills and demonstrated analytical capabilities. A self-starter than can deep dive into data to identify and quantify risks and opportunities
- Knowledge of women's issues and the dynamics of violence against women and children utilizing a feminist, anti-racist, anti-oppressive framework
- Superior organizational and time management skills; the ability to multi-task and meet deadlines while ensuring accuracy and attention to detail
- Structured in thinking and approach. Ability to develop and leverage frameworks to help structure the team's thinking, facilitate alignment across various stakeholders, and identify opportunities to reach insightful, actionable answers without analysis overload
- Ability to work closely with cross-functional stakeholders to analyze opportunities, synthesize findings, develop execution plans, and translate recommendations into results
- Excellent interpersonal and communication skills; both oral and written
- Demonstrated independent thinking, initiative and creativity
- Ability to function successfully both independently and within a team
- Demonstrated ability to collaborate with the community, staff and partner agencies
- Proficient in Excel and data analysis
- Superior written and verbal skills
- Ability to work flexible hours (evenings, weekends) as required
- Valid Ontario Driver's license, valid insurance and access to a reliable vehicle
- Travel required throughout Waterloo Region

Responsibilities include:

Organizational Effectiveness

- Manage and increase the effectiveness and efficiency of various organizational departments as well as coordination and communication between functions.
- Drive initiatives within the leadership team and organizationally that contribute to long term operational excellence.
- Improve upon and continually evaluate the effectiveness of organizational systems such as technology, facilities, administration, human resources, inventory and asset management.
- Leadership of statistical analysis for the organization working closely with and overseeing the Evaluation and Research Coordinator, ensuring that the data received is utilized for continuous quality improvement.
- Assume responsibility for budget monitoring as assigned.
- Oversee the organization's various properties ensuring proper preventative maintenance.
- Oversee the organization's third-party contractors.
- Identify potential errors and a process for improvement.
- Monitor client feedback and plans for improvement.



- Work collaboratively with community collaterals and maintain current knowledge of community resources.
- Enhance existing and build new community partnerships.
- Review and update external contracts with providers to ensure quality of service and cost considerations.
- Compile and track annual service goals.
- Act as a liaison for approved research and special projects.
- Ensure compliance and risk management.
- Assist with auditing process as required.
- Oversee insurance policies in conjunction with the CEO.
- Issue RFPs as required.
- Assist with grants, grant reporting and fundraising as it relates to the role and ensuring data collection to support the application and outcomes.
- Work as part of an executive team in conjunction with the CEO and Senior Director of Operations.

Project Management

- Leadership over the development and roll out of the agency's transitional housing program, including scaling the program as resources allow. Responsible for developing the critical path, project plan, and overseeing project progress.
- Develop, coordinate, prepare and help implement project plans to support agency initiatives.
- Work with the leadership team to develop and implement organizational strategies, policies and practices.
- Manage and track various projects.
- Improve the operational systems, processes and policies in support of the organizational mission – including better reporting/communication, information flow and management, business process and organizational planning.
- Develop project management tools and templates to assist various departments.
- Analyze projects ensuring that they are in alignment with and meeting strategic objectives.
- Complete other tasks as assigned by the CEO.

Employment Requirements:

- Vulnerable Sector Police Record Check
- One Step Tuberculosis Skin Test
- Proof of COVID-19 vaccinations

How to Apply

Please submit cover letter and resume to ATTN: Human Resources hr@wcsvr.org

Women's Crisis Services of Waterloo Region welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection. We encourage applicant's representative of our diverse community.