

## CITY OF HAMILTON

### HEALTHY & SAFE COMMUNITIES DEPARTMENT

### (HOUSING SERVICES DIVISION - HOMELESSNESS POLICY & PROGRAMS SECTION – LOCATION – 350 KING ST. E.)

### QUALITY IMPROVEMENT SPECIALIST – HOUSING SERVICES

#### SUMMARY OF DUTIES

Reporting to the Senior Project Manager, Homelessness Management Information Systems (HMIS), the Quality Improvement Specialist – Housing Services provides quality improvement, quality assurance and program performance management services within the Housing Services Division. The Quality Improvement Specialist – Housing Services is responsible for developing culture of quality and continuous self-improvement within the homelessness serving sector. Monitors program activities and/or outcomes to assess and identify actionable recommendations for improving the efficiency and effectiveness of HMIS related activities. The Quality Improvement Specialist – Housing Services will lead quality improvement projects and apply proven analytical and problem-solving skills to help maximize the benefit and continuous improvement of HMIS initiatives by using strong project management, facilitation and communication skills.

#### GENERAL DUTIES

Plan, coordinate, lead and support the implementation of continuous quality improvement projects within the homelessness serving sector.

Monitor program, established processes, and service delivery performance. Identify inconsistencies, provide recommendations to address inconsistencies and improve processes by increasing efficiencies and cost effectiveness or improves service to internal/external clients.

Identify, develop and implement new quality improvement/assurance processes, methods, systems and analysis.

Monitor and support programs to achieve, improve and maintain standards and to comply with mandated reporting requirements using a best practices approach and evidence-informed decision-making.

Develop analytical tools to monitor the performance and quality of data, programs, and services. Provide support when required.

Regularly review performance measures/expected targets and identify opportunities for quality improvement initiatives. Identify and present performance trends to decision-making tables. Demonstrate how to strategically use these trends to plan and improve service performance or data quality.

Identify staff learning needs in relation to quality improvement and collaborate with Senior Project Manager and Homelessness Policy & Programs teams to address staff learning needs.

Support the development and implementation of training programs to foster compliance with protocols, processes, standards and performance expectations including training materials related to data collection, appropriate access and use of client information.

Create test data within test environments as required to support software user training. Document test results to inform training needs/supports.

Develop and implement change management and communication strategies to inform and assist stakeholders with quality improvement initiatives and process/system changes.

Design and implement reporting strategies that effectively and consistently communicates performance to applicable

stakeholders.

Conduct audits; and based on data analysis, make recommendations to senior leadership and management for improvements to records and information management and service delivery, including, required process changes, staff resources and skill requirements.

Conduct audits of access to data holdings to comply with departmental policies, legislative requirements and contractual obligations and makes recommendations to management for appropriate user access.

Ensure that policy and procedures related to practices are implemented, adhered to and consistently reviewed and updated annually by management and staff.

Work with multiple data sources, operational performance measures and financial performance information to analyze service delivery efforts.

Assess return on investment and cost benefit analysis of strategies as well as other departmental service delivery initiatives/channels, as requested.

Monitor, score and coach for quality service delivery using the corporate customer service standards and other applicable standards/objectives.

Participate in relevant workgroups in relation to quality improvement.

Work in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Perform other duties as assigned, which are directly related to the major responsibilities of the job.

## **QUALIFICATIONS**

1. A University degree in a related field (Science, Social Science, Quality Improvement, Informatics, or Business Administration, or other related discipline pertinent to the job function) OR equivalent combination of a baccalaureate degree with extensive experience relevant to the primary duties of the position.
2. Thorough working knowledge of Project Management principles and techniques, CAPM or PMP certification is an asset.
3. Certification in Lean Six Sigma is preferred.
4. Demonstrated ability to use quality improvement tools and methods for the purpose of business process redesign.
5. Demonstrated experience in developing strategies for measuring the performance of municipal or government services, including utilizing service delivery research methodologies and generating comprehensive analysis from various data sources to form confidential recommendations about service delivery and required organizational changes with a view to a corporate service channel strategy.
6. Demonstrated experience in developing training programs to teach and/or train staff on new performance or operational concepts, processes, tools and/or protocols.
7. Experience with social service delivery models, best practices systems, policies and programs; business process analysis, system analysis and data analysis; experience in providing analysis to support business cases with revenue projections and/or cost savings.
8. Excellent project management, time management, document management, and organizational skills. Ability to balance multiple, time- sensitive projects with proven analytical, investigative and problem-solving abilities.

Demonstrated strong attention to detail, objectivity, accuracy and consistency.; excellent computer skills.

9. Able to communicate effectively at all levels of the organization, including verbal, written, listening; ability to prepare reports, training sessions, presentation materials and present technical analysis effectively to non-technical audiences; effective customer service, facilitation, communication, conflict resolution, change management and presentation, interpersonal and diplomacy skills; ability to maintain confidentiality.
10. Knowledge of the Municipal Freedom of Information and Protection of Privacy Act, Housing Services Act, AODA practices, and other applicable legislation.
11. Ability to maintain strong working relationships with staff and stakeholders while delivering constructive review of program/service performance and program goals.
12. Ability to successfully participate with any internal auditing that may be conducted.

**THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.**

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