

POSITION: **Manager, Quality Assurance Program**

ACCOUNTABLE TO: **REGISTRAR / CEO**



POSITION SUMMARY

COTBC is responsible for delivering a Quality Assurance Program that supports and monitors the continued competence of occupational therapists in BC. The Manager, Quality Assurance Program is responsible for leadership and initiatives that relate to the College's Quality Assurance Program (QAP). This includes overseeing the current operation, ongoing development and evaluation of the Quality Assurance Program. The role also involves advising and supporting the Quality Assurance Committee and any panels or working groups associated with the program and liaising and/or collaborating with external stakeholders with interest in quality assurance/continuing competence matters. The Manager, Quality Assurance Program is also part of the practice advisor team responding to practice questions. This position is part-time at four days per week.

Duties include but are not limited to the following:

MANAGING THE QUALITY ASSURANCE PROGRAM

- Manages the operations of the College's Quality Assurance Program (QAP)
- Works with the Quality Assurance Committee (QAC) to maintain and monitor the quality assurance program. This includes program development, implementation and evaluation.
- Works with QAP related panels (i.e. Exam Technical Panel) and subcommittees (i.e. Case Development Subcommittee) to maintain the QAP
- Ensures knowledge of legislation related to the quality assurance program
- Educates stakeholders about quality assurance and related continuing competence matters.
- Presents and prepares articles for publication about quality assurance/continuing competence and the College program
- Contributes to strategic or other College planning processes.
- Training, directing and supervising staff to ensure that the quality assurance program is properly administered
- Remains informed regarding research on quality assurance and continuing competence, as well as current practices in the professional regulatory field
- Selects, directs and coordinates with external contractors, consultants and experts who may be retained by COTBC to provide services to the quality assurance program or to the QAC;
- Provides strategic advice about quality assurance/continuing competence matters.
- Monitors and advises the QAC on quality assurance/continuing competence trends, assesses their implications and develops plans to address impact.
- Coordinates and/or develops content for COTBC online learning modules courses;
- Writes or provides content for COTBC communications regarding quality assurance and continuing competence
- Other duties as required

SUPPORTING QUALITY PRACTICE

- Provides practice advisory services for COTBC registrants as part of the practice advisor team
- Receives, monitors and responds to practice inquiries from registrants, the public, employers, and other stakeholders regarding the standards of occupational therapy practice
- Participates in the development and review of practice supports and resources materials for Registrants (i.e. webinars, learning modules, web-news, etc.)
- Participates in research and development for standards and best practice requirements for occupational therapy practice

GENERAL

- Serves as a resource to other staff and/or programs of the College and receives information from other programs, in relation to current practice issues and trends
- Carries out other duties as determined from time to time by the Registrar

DESIRED MINIMUM KNOWLEDGE, EDUCATION AND EXPERIENCE

- Entry Level Degree in Occupational Therapy and registered with the College
- Additional university level degree in education, learning & development, health policy, public administration, or related field an asset
- A minimum of five years' experience in occupational therapy
- Experience in practice leadership and/or education, learning and development an asset
- Excellent interpersonal, verbal and written communication skills
- Demonstrated ability to manage multiple priorities, manage time and meet required deadlines
- Demonstrated ability to lead teams as well as to work collaboratively as a team member.
- Sound analysis, judgment and decision-making skills
- Ability to build and maintain effective and appropriate relationships with staff and stakeholders
- Demonstrated familiarity with and application of the principles of continuous quality improvement and/or program evaluation
- Demonstrated public speaking and presentation skills for a variety of audiences
- Proficient in the use of technology
- Ability to adapt to ever-changing needs and working efficiently with a high degree of personal initiative
- Excellent relationship and team building skills to facilitate and sustain relationships with all stakeholder