



Canadian Mental
Health Association
Sudbury/Manitoulin
Mental health for all

Association canadienne
pour la santé mentale
Sudbury/Manitoulin
La santé mentale pour tous

MANAGER, QUALITY & CORPORATE SERVICES

INCUMBENT:

REPORTS TO: Director, Finance and Corporate Services

PROGRAM: Corporate Services

APPROVED BY: CEO

DATE APPROVED/REVISED: April 2024

HOURS: 35 hours/week

POSITION SUMMARY:

Reporting to the Director of Finance and Corporate Services, the Manager, Quality & Corporate Services provides leadership and support to the Quality Improvement, Health Promotion, Marketing and Communication programs. The incumbent has primary responsibility for the development, implementation, coordination, management, and evaluation of activities within respective programs. The manager oversees the staff and activities of the programs, including service planning processes, selecting, training, supervising, and evaluating the performance of staff, as well as monitoring the budget, program planning and evaluation.

ESSENTIAL JOB RESPONSIBILITIES:

- **Staff management**
 - Develop and implement staff recruitment, orientation, reintegration, and training for the Quality & Corporate Services team.
 - Accomplish program results by communicating job expectations, establishing annual goals, objectives, and mechanisms for performance management, including performance appraisals, and feedback procedures.
 - Provide advice, direction, guidance, and support to staff.
 - Mentor and motivate staff through identified training needs and development opportunities.
 - Manage all aspects of the hiring process, including recruitment, selection, and training, in consultation with the Director, Finance and Corporate Services.

- **Operations and program maintenance and support**
 - Maintain Agency stability and reputation by ensuring adherence to relevant legislation, best practices, and professional college and funder requirements.
 - Provide Agency leadership and direction in the areas of planning, research and evaluation, privacy, risk, and ethical practice.
 - Guide the development and implementation of Agency health promotion activities including community training and public education.
 - Guide the marketing and promotion of CMHA-S/M programs and services, as well as internal and external agency communications and media relations.
 - Lead initiatives to obtain additional sources of revenue, including agency fundraising, donations, and grants.
 - Contribute to program effectiveness by identifying short-term and long-range issues that must be addressed; providing pertinent information and commentary; recommending options and courses of action; implementing directives.



Canadian Mental
Health Association
Sudbury/Manitoulin
Mental health for all

Association canadienne
pour la santé mentale
Sudbury/Manitoulin
La santé mentale pour tous

MANAGER, QUALITY & CORPORATE SERVICES

- Develop and maintain working relationships with partners and community resources.
- Continuously evaluate the status of Quality Improvement, Health Promotion and Marketing/Communications programs and report outcomes.
- Respond to all operational and/or administrative concerns or requests from funders and stakeholders.

• Program Development

- Lead and facilitate Agency planning cycles and activities, including knowledge exchange and the implementation of evidence informed practice.
- Guide and support staff in the promotion and engagement of partners and stakeholders in Agency programs and processes.
- Develop and maintain program standards by providing input on critical problems, participating in decision-making affecting programs, and keeping team members and partnering agencies informed about significant issues.
- Liaise with key community stakeholders and partners to assess community and client needs.
- Actively participate in external and internal committees.

• Financial Management

- Control operating expenses and budgets by supervising the financial operations of Quality, Health Promotion and Marketing/Communications programs, within approved expenditure limits, in consultation with the Director, Finance and Corporate Services and in accordance with established policies and procedures.
- Monitor and control financial resource utilization by ensuring any budget variances are reviewed and addressed.

• Quality Improvement

- Provide Management oversight to Strategic Planning, Accreditation and Continuous Quality Improvement processes and initiatives.
- Play a leadership role in the administration and implementation of the Agency's Electronic Record Management system, including the collection, analysis, and reporting of agency data.
- Maintain quality-assurance activities by reviewing and evaluating the use of program services, developing, and maintaining program policies and procedures and revising as necessary.

• Qualifications

- Bachelor's degree in business, health, social services, or related discipline is required. Master's Degree would be considered an asset.
- Minimum 1 year of management experience
- Related experience in program planning and quality improvement processes
- Demonstrated ability to build and maintain collaborative relationships across sectors.
- Knowledge of relevant provincial legislation
- Proficiency in both official languages is an asset.
- Certified Health Executive designation is an asset.



Canadian Mental
Health Association
Sudbury/Manitoulin
Mental health for all

Association canadienne
pour la santé mentale
Sudbury/Manitoulin
La santé mentale pour tous

MANAGER, QUALITY & CORPORATE SERVICES

JOB SPECIFIC COMPETENCIES

The following competencies are required for this position:

Teamwork and Collaboration	Is looked to by colleagues as a valuable source of information. Collaborates with others and from outside own area of expertise for ideas and opinions to help form specific decisions or plans. Promotes team collaboration and an atmosphere of interdependence.
Leadership	Values individual contributions and treats all team members in a fair and equitable manner. Uses a variety of strategies to promote team morale and productivity, including adapting leadership style to meet the needs of the team. Provides direction/leadership, empowers staff to take risks, and acknowledges and rewards them. Builds diverse teams to include different perspectives and to optimize creativity and collaboration.
Critical Thinking	Identifies multiple cause and effect relationships in situations involving numerous options and a large volume of information. Analyses relationships among several parts of a problem or situation. Anticipates obstacles and thinks ahead about next steps. Asks key questions to determine issues, make decisions and recommend appropriate course of action.
Results Orientation	Analyses program information to set priorities and makes calculated decisions to improve the delivery of programs and committee outcomes. Makes decisions, sets priorities or chooses goals based on explicit considerations of expected results and potential risks.
Functional Skills	Ability to lead a team and provide guidance, support, and feedback to direct reports.

NOTE: This job description is not intended to be all-inclusive. Employees may perform other related duties as assigned to meet the ongoing needs of the organization.