**Quality Assurance Coordinator**

**(Permanent Full-Time Role)**

The College of Physiotherapists of Ontario regulates physiotherapists and exists to protect and serve the public interest. The College protects the rights of patients to safe, competent, and ethical care by ensuring Physiotherapists are qualified to practice, maintain professional standards of practice and are held accountable for their conduct and practice.

The College is seeking a proven professional with excellent communication and time management skills, data collection and analytical skills to fill the position of **Quality Assurance Coordinator**.

Position Overview

Reporting to the Quality Assurance Manager, the Quality Assurance Coordinator ensures the day-to-day operations of the team are coordinated and implemented according to policy and approved procedures. The Coordinator provides research and project support to Quality Assurance Manager.

This role is ideal for a resourceful, organized, curious person who has a desire to learn and ask questions, comfortable working with data, possess enhanced time management and planning skills, flexibility, initiative, and independence.

This is a remote position as the College has a virtual office, but occasional onsite attendance in Toronto may be required.

Duties and Responsibilities

Program Evaluation Management

* Distributes program evaluation surveys, consolidates and exports feedback from program participants, assessors, and other stakeholders, as required
* Runs database and third-party survey reports related to screening interviews, assessments and Committee meetings and provides support to the Manager as required
* Analyzes data to identify trends and make recommendations for the quality assurance program and provides reports to the Manager on a scheduled basis

Program Support

* Coordinates day-to-day support of the assessment process portion of practice assessments
* Monitors, tracks and reports on program activities and brings issues to the Manager's attention in a timely way
* Identifies program quality issues through internal audit processes and presents options for solution to the Manager
* Working with the Manager participates in developing annual work plan for the team and monitors compliance with the work plan.

Committee Support

* Prepares documentation for Committee meetings
* Presents program updates to the Committee based on data analysis

Education and Experience

* Post-Secondary education or University Degree and/or equivalent experience.
* Program evaluation, including implementing a plan, collecting and analyzing survey data
* Minimum 3 years relevant experience in office administration
* Experience in regulation preferred

Specialized Knowledge, Skills & Abilities

* Proficient using Microsoft Excel (e.g. sorting and filtering data, creating pivot tables, etc.)
* Intermediate computer skills, in other Microsoft applications and Adobe
* Knowledge of third-party survey tools (e.g., Survey Monkey) for exporting reports, graphs and data
* Knowledge of database systems and experience with Microsoft Dynamics CRM is an asset
* Experience with or demonstrated knowledge of the Regulated Health Professions Act is an asset
* Health care background or experience is an asset

Terms, Salary, and Working Conditions

* A permanent full-time position
* The starting annual base salary range for a **Quality Assurance Coordinator** role is **$67,000.00 to $72,000.00** based on qualifications and experience.

Benefits

The College provides the employees with a comprehensive benefits package that includes an extended health benefits plan and an RRSP program. The College makes a monthly contribution to the RRSP on their behalf after one year of working at the College. We offer paid opportunities for continuous learning and professional growth; strive for work-life balance; and provide an excellent and challenging work environment where highly valued innovation, teamwork, and creativity.

**How to Apply**

If you are interested in this position, please apply by sending your resume and cover letter via email to our Manager, People & Culture at [peopleandculture@collegept.org](mailto:peopleandculture@collegept.org) no later than **Friday, May 24, 2024**. Please include the name of the role you are applying for plus your first and last name in the subject line (Subject: Quality Assurance Coordinator, First Name, Last Name).

Thank you for your interest in this position; only applicants selected for an interview will be contacted.

The College of Physiotherapists of Ontario strives to build diverse teams that reflect the communities we work in, and encourages applications from traditionally underrepresented groups including women, visible minorities, Indigenous peoples, people identifying as LGBTQ2S+, veterans, and people with disabilities.

Please let us know if you require any accommodation to participate in this recruitment process by sending an email to [peopleandculture@collegept.org](mailto:peopleandculture@collegept.org).

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