

FULL-TIME QUALITY ASSURANCE SPECIALIST (12-Month Term) – Edmonton, AB

MpowR Community and Organizational Supports provides supports to organizations in the Human Services sector. As a non-profit charitable organization, we pride ourselves on delivering our services with integrity and a high standard of quality. We provide third-party accounting, human resources, IT, casual staffing, professional development, clinical services, administrative support and property maintenance to empower organizations to run at peak efficiency.

Position overview: Under the supervision and direction of the Director of Quality Improvement and Professional Services, this position is responsible for the day-to-day operation of the organization's internal database and the administrative support for various programs within the organization.

Responsibilities:

- Monitoring the internal database for reporting compliance of information as per accreditation and internal standards;
- Participate as part of the ETO Team for the purpose of overall operations of ETO, consistent with agency philosophy and procedural and accountability requirements;
- Generating reports for various departments on a weekly/monthly/as-needed basis;
- Providing daily internal database help desk assistance to staff;
- Act as a support within various parameters of Occupational Health and Safety and serve as an advisor on safety related topics;
- Processing referrals, discharges etc. for various program areas throughout the organization;
- Provide monthly/quarterly outcomes reports to appropriate internal and external parties in a timely fashion;
- Perform additional duties and responsibilities as assigned by the Director of Quality Improvement and Professional Services.

Qualifications/Experience:

- Diploma/degree in Administration, Human Services or related disciplines and experiences in related fields;
- Experience in working with the ETO (Efforts to Outcomes) database or other types of internet-based case management database used to measure program outcomes an asset;
- A current, clear Police Information Check with Vulnerable Sector, Child Intervention Check, and valid Alberta driver's license;
- Ability to develop and maintain positive relationships with Regional Authorities, Case Workers, Social Solutions and staff;
- Strong customer relationship skills complimented with excellent verbal and written communication skills;
- Efficient time management and able to deal with multiple tasks at the same time with the ability to prioritize and organize tasks of importance;
- Demonstrate advanced computer skills including but not limited to Excel/Word and Adobe and willing to learn other software programs as needed;
- Willing to have a flexible work schedule.

Salary & Benefits: Salary Range is \$53,085.00 – \$68,223.00 (salary is commensurate with experience). 3-weeks' vacation accrual to start. We also provide full-time employees with a 100% employer-paid health benefits package (which includes vision, dental and prescription drug coverage, massage therapy, etc.) and a 100% employer-paid R. R. S. P. equaling 3% of annual salary.

Closing date: Open until suitable candidate is found.

Our values are **integrity, innovation, collaboration, empowerment, customer service** and **accountability**. If you meet the above criteria, hold similar values and are looking to join a dynamic team that works hard to empower organizations to run at peak efficiency, please submit your resume and cover letter to opportunities@mpowrsupports.org.

MPOWER is an equal opportunity employer and is committed to building a safe, inclusive environment for people of all cultures and backgrounds; all qualified candidates are encouraged to apply.

We thank all applicants for their interest; however, only those applicants under consideration will be contacted.