



**Canadian
Accreditation
Council**

**Conseil
d'accréditation
canadien**

Manager of Accreditation Services

Background:

The Canadian Accreditation Council (CAC) is a national not-for-profit accreditation body operating in Edmonton, Alberta, offering accreditation to our standards for Health and Human Services.

Scope:

The Manager of Accreditation Services reports to the Director of Accreditation Services of the Canadian Accreditation Council (CAC) and is responsible for the management and direction of personnel, activities, and services within the division of CAC Accreditation Services.

Qualifications:

- Education – Post Secondary in Human Services or a Business-related degree
- At least 5 years of experience directly related to accreditation processes and requirements
- At least 5 years of experience working in the human and/or health services sector
- The incumbent to demonstrate the required knowledge and skills as defined below
- The ability to speak French is an asset

Demonstrated Knowledge and Core Competencies:

- Knowledge of leadership styles and experience as a strong leader
- Strong understanding of organizational governance models and accreditation processes
- Facilitation and development of Strategic Plans, Risk Management assessment and planning, Quality Improvement processes and corrective action, HR planning, etc.
- Excellent interpersonal skills and ability to manage tensions or conflicts
- Workshop facilitation and guidance of organizations in the development of their organizational planning with regards to the accreditation process
- Excellent technical writing skills
- Knowledge of the requirements for different professional entities – Non-profit, For profits, Societies, etc.
- Quality Assurance activities as it relates to data collections systems and the analyzing, reporting of and interpreting outcome data
- Gap Analysis Reviews in policies, practice, file audits and onsite observations

- Utilization of CAC accreditation tools, Checklists and Self-Study processes to teach and guide organizations.

Duties:

- **Leadership and Management**
 - The individual will possess the leadership abilities necessary to organize, develop and establish systems, structures, and networks to support the growth of the Accreditation Services Department within CAC. The individual will demonstrate characteristics in leadership and management such as:
 - Team building
 - Supervision, development, and evaluation of personnel and Administrative Reviewers
 - Adherence to policies and procedures
 - Working within the CAC Strategic Plan to develop strategies, activities, and products to meet targets and advance the organization.
 - Develop accreditation tools, information sessions, resources, etc. for use by the Administrative Reviewers
 - Provide a positive and productive work environment within the Accreditation Services Department and with all CAC Departments
- **Accreditation Services Department Activities**
 - Assign to an accreditation process an Administrative Reviewer within 5 business days of an organization's application being processed
 - Supervising and supporting the Volunteer Coordinator
 - Attending in-person on-site reviews and conducting evaluations on the Administrative Reviewers, ensuring quality improvement activities, and that the accreditation process is aligned with the Process Manual and Standards
 - Setting up and conducting training and support for the Administrative Reviewers
 - Proofreading the on-Site reports before they are sent out to the organizations
 - Responding to any complaints or concerns regarding the accreditation process
 - Providing accreditation training of the reviewers with the Volunteer Coordinator
 - Meeting weekly with the Volunteer Coordinator to go through the calendar of the accreditation on-site reviews.
 - Presenting to potential new organizations about CAC Accreditation process
 - Providing a monthly report to the Director of Accreditation Services
 - Ongoing Supports include:
 - Monthly check-ins with the Administrative Reviewers
 - Responding to emails and calls for assistance within 2 business days.
 - Attending pre-site meetings to ensure that the process is kept in place and giving feedback to the Administrative Reviewers

- Reviewing and evaluating the pre-site report within 5 business days of the pre-site meeting to determine if the organization is ready to move forward to their on-site
- Sending out the pre-site report to the organization and file the report

- **Feedback and Consultation**

- All reports and observations will be provided to the Director of Accreditation Services as directed
- Facilitate annual focus groups with Administrative Reviewers
- Facilitate annual focus groups with the Volunteer Coordinator to get feedback

- **Training**

- Facilitate Administrative Reviewer training
- Support the Volunteer Coordinator in training potential volunteer reviewers
- Consult on changes/updates
- Promotion of training opportunities

Personal Attributes

The incumbent must maintain strict confidentiality in performing the duties. The incumbent must also demonstrate the following personal attributes:

- be honest and trustworthy
- be respectful
- possess cultural awareness and sensitivity
- be flexible
- demonstrate sound work ethics
- work within a teamwork concept

Position

demands:

Normal demands associated with an office environment. The work will initially require significant travel as the individual will travel across Canada to meet with various organizations. This position is considered a senior management role within CAC and will require the ability to work with other managers and directors to support seamless services to client organizations. The position will require significant communication with individuals by telephone, email, and face to face. Travel will be required with variation in work hours.