

## JOB POSTING

<b>Job Title:</b>	<b>Accreditation &amp; Operations Coordinator</b>	<b>Status:</b>	<b>Full Time</b>
<b>Location:</b>	<b>Based out of Surrey or New Westminister</b>	<b>Posting #:</b>	<b>21-069</b>
<b>Hours:</b>	<b>40 hours/week</b>	<b>Closing Date:</b>	<b>December 12, 2021</b>
<b>Schedule:</b>	<b>Weekdays based on operational needs</b>		

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The Elizabeth Fry Society of Greater Vancouver (EFry) is a charitable organization that supports women, girls, and children at risk, involved in or affected by the justice system. Our programs work to break the cycle of poverty, addiction, mental illness, homelessness, and crime.

**We are recruiting for a Full Time, Accreditation and Operations Coordinator.** Under the general direction of the COO the Accreditation and Operations Coordinator will coordinate performance measurement, data collection, and the analysis of program outcomes and administrative and financial data to demonstrate organizational performance and ensure ongoing COA Accreditation and program fidelity. This role will also provide coordination and support to operations, in areas that include compliance issues such as health and safety, reporting and critical project management.

### **KEY RESPONSIBILITIES:**

Carries out performance and quality improvement monitoring processes including ensuring standards meet or exceed COA standards and supporting the effective and efficient management of EFry Operations.

- Monitoring and ensuring timeliness and accuracy of program monthly, quarterly, and annual reports.
- Participating in policy development and documentation.
- Supporting committees such as the Extended Management PQI Working Group and programs and staff to carry out their PQI responsibilities.
- Coordinating the annual risk and performance report, aggregating, and collating all surveys, outcome, and output data.
- Recommending quality Improvement measures, practices and client and employee safety, welfare, wellness, and health improvements as identified.
- Ensuring quality improvement measures are implemented, tracked, and monitored for success.
- Monitoring operations for compliance and regulatory requirements such as health and safety,
- Coordinating and supporting employee training related to accreditation standards and continuous quality improvement practices and procedures.
- Coordinating the delivery, compilation and analysis of evaluative surveys and special projects to support the development of the quality and safety action plan and quality improvement initiatives.
- Assisting the administrative team with event planning and coordination of meetings and events for the PQI Committee, health and safety committee, or other operational committees as required.
- Acts as the point of contact for technical support related to CRMs and other relational data bases.
- Performs other related duties as required.

**QUALIFICATIONS:**

- A bachelor's degree in a related human services field, business, or project management.
- Previous experience working with an accredited organization and within a continual or progressive quality improvement process and planning organization.
- Two years of demonstrated experience that includes use of relational data bases, CRMs along with advanced excel skills. Data visualization skills are an asset.
- Advanced technical writing skills, including technical reports, grant and funding reports and communication materials.
- Ability to manage competing priorities and ensure timelines are met.

**MANDATORY JOB REQUIREMENTS:**

- **Evidence of COVID-19 vaccinated status.**
- Doctor's Note of fitness required.
- Satisfactory Criminal Record Review (Vulnerable Sector Search).
- Ability to obtain Enhanced Federal Reliability Status.
- Valid driver's license (Class 5).
- Satisfactory driving record.

EFry is an equal opportunity employer and is committed to building a diverse workforce and strongly encourages applicants that represent those we serve. We welcome applicants with non-traditional educational backgrounds and field experience.

Interested candidates must submit a cover letter and resume to [hr@elizabethfry.com](mailto:hr@elizabethfry.com) by no later than December 12, 2021, with the subject line AOC 21-069.

**We thank all applicants for their interest in this opportunity; however, only those selected for an interview will be contacted.**