



VACANCY

Applications are invited from qualified individuals to fill the following position:
One Permanent Full-Time Quality Specialist

NBRHC – North Bay Campus

The Quality Specialist is responsible for the knowledge creation and dissemination across the organization and to the continuous improvement of NBRHC's approach to quality, patient safety and patient experience. The Specialist is committed to ensuring a standardized, focused, and relentless approach to patient quality, patient safety and patient experience across the organization.

The Specialist will be responsible for providing guidance, support, subject matter expertise and education in the management of quality, patient safety and patient experience. The mandate of this role is achieved through the development, implementation and planning of key patient safety and patient engagement strategies including the collection of data, education, staff engagement, policy and process development and oversight of organizational compliance with accreditation standards.

QUALIFICATIONS

- Current Certificate of Registration ~ College of Nurses of Ontario required
- Graduate of a recognized BScN Program required
- Master's degree an asset
- Certified in Lean and/or Six Sigma principles required
- Canadian Patient Safety Program Certificate required (or willingness to obtain within one year of employment)
- Minimum of 3 years relevant experience
- Knowledge of governmental and other regulatory standards, requirements, guidelines and industry best practices related to; Patient Safety, Quality improvement and Accreditation
- Knowledge and experience with root cause analysis, cause and effect analysis, and failure mode and effects analyst (FMEA) as applied in healthcare
- Demonstrated ability to communicate with empathy when completing patient and family interviews
- Sound judgment and initiative for priority setting and strong project management skills
- Demonstrated ability to establish effective interpersonal relationships with colleagues, clinicians, and other internal and external stakeholders
- Advanced knowledge of computers and software (e.g Microsoft Office 365/Meditech)
- Demonstrated skill in conflict resolution, mediation, negotiation and facilitation with the ability and confidence to collaborate with staff/physicians affiliates at all levels
- Strong organizational, critical thinking and problem-solving skills with the ability to work with complex issues, manage competing priorities and a high volume of cases maintaining attention to detail
- Exceptional interpersonal skills, high level of maturity and empathy and demonstrated ability to be fair/objective, and handle sensitive situations with diplomacy, tact and professionalism
- Demonstrated understanding of and commitment to NBRHC's Mission and Values
- Have strong customer service orientation and respect for/belief in the value of the patient/family as essential members of the health care team
- Must have knowledge and understanding of Hospital processes and Legislation (Excellent Care for All Act, Health Care Consent Act, Substitute Decisions Act, Mental Health Act, PHIPA)
- Advanced verbal and written communication skills
- Self-directed and highly collaborative
- Proficiency in both Official Languages, French and English, is considered an asset

Criminal Reference Check including the Vulnerable Sector Check recent within six (6) months is a requirement

Interested candidates are asked to submit their cover letter and resume to:

careers@nbrhc.on.ca quoting file **NU CS-24-027**

The posting will remain open until the positions are filled.

Please note these postings are subject to change without notice. An acknowledgement will be sent only to those candidates who will be interviewed.

THE ORGANIZATION

North Bay Regional Health Centre (NBRHC) is a unique health care organization with three primary roles: providing acute care services to North Bay and its surrounding communities, functioning as the district referral centre providing specialist services for smaller communities in the area, and it's the specialized mental health service provider serving all of northeast Ontario. At more than 400 beds, our state-of-the-art regional health centre has over 150 physicians, 2300 employees and 250 volunteers.

For more information about the NBRHC, visit www.nbrhc.on.ca

THE COMMUNITY

North Bay is located 3.5 hours north of Toronto, just north of the district of Muskoka, and 3.5 hours west of Ottawa. With a population of 54,000 and a catchment area of 180,000, it is a safe and welcoming community that offers a healthy and balanced environment for working, living and raising a family. North Bay is situated on the shores of two large lakes (Lake Nipissing and Trout Lake) and boasts beautiful scenery and four distinct seasons. Whatever your interests are, you will have access to numerous activities and amenities within minutes from your home—reclaim your work-life balance and join us!

To see more of beautiful North Bay and learn about our lifestyle, visit www.northbay.ca

NBRHC is committed to achieving 100% compliance with its COVID-19 Vaccine Policy. As a result, please be advised that in order to be eligible for employment at the Health Centre, all new hires must be compliant with our COVID-19 Vaccination Policy and must be fully vaccinated prior to commencing employment. To be considered fully vaccinated, an individual must have received the full series of a COVID-19 vaccine or a combination of COVID-19 vaccines approved by the World Health Organization (e.g. two doses of a two-dose vaccine series or one dose of a single-dose vaccine series) and received the final dose of the COVID-19 vaccine at least 14 days ago.

The requirement that successful applicants be fully vaccinated is subject to any accommodation obligations pursuant to the Ontario Human Rights Code.

North Bay Regional Health Centre is committed to providing accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). If you require an accommodation for disability during any stage of the recruitment process, please indicate this in your application.

We are an equal opportunity employer. We thank all applicants for their interest.