



Quality Improvement Coordinator
November 2023 Job Posting
(Temporary Position December 2023 - December 2024)

COULD THIS BE YOU?

We are looking for a fabulous teammate who is excited to be part of our Quality Improvement (QI) and Evaluation team to assist our organization in collecting, analyzing and presenting data and evidence to help us understand the impact of our work, plan new work and share the outcomes of our efforts.

The QI Coordinator is a 12 month opportunity to be a member of our effective, dynamic and creative team. We have a [unique culture](#) and attract people who want to contribute to our [purpose driven mandate](#).

(Note the clickable links above. Pls. review.)

Interested? Please read on...

BACKGROUND INFORMATION

The Kootenay Boundary Division of Family Practice is hub of local innovation in health care, and part of a province-wide initiative designed to strengthen primary health care in BC. The Division increases primary health care capacity and improves patient and population outcomes by developing and implementing programs and services that positively impact Family Practitioners and their patients.

Operating as a Community Service Cooperative whose membership consists of all of the Family Doctors and NPs in KB, we work closely with a wide range of system stakeholders, including Specialist Physicians, hospital-based Physician organizations, the Interior Health Authority, and many Community partners. It serves the communities of Castlegar, Christina Lake, Crawford Bay, Fruitvale, Grand Forks, Kaslo, Midway, Nakusp, Nelson, New Denver, Riondel, Rock Creek, Rossland, Salmo and Trail, and the rural areas between.

KEY RESPONSIBILITIES AND DUTIES

The QI Coordinator works within a QI team and reports to the Executive Director and QI and Evaluation Lead. The QI team provides evaluation and QI support for all Division projects

including Shared Care projects, the Primary Care Network, and reports to the Board and our members with respect to project impacts. The QI team provides the evidence reviews and data analytics necessary to support strategic decisions. The QI Coordinator will work collaboratively with the staff team, Board, clinics and community partners to:

- Assist the QI Lead in the design and implementation of an organizational performance measurement system that supports accurate, reliable information collection and reporting on the organization as a whole, including how all the collaborative committees, projects and initiatives are contributing to the Division's strategic objectives;
- Offer leadership and specific content expertise in developmental, formative, and summative evaluation strategies that include both quantitative and qualitative data for two Shared Care projects and other small projects;
- Collaborate with Project Managers, with input from working committees, in the design and implementation of various evaluation frameworks as required for each project, including.
 - identifying project goals and objectives;
 - linking activities to goals and objectives;
 - developing performance measures and evaluation frameworks;
 - monitoring and evaluating quality improvement cycles;
 - determining what data to collect;
 - designing data collection forms and procedures, and create databases systems and other tools to capture and record data collected,
 - evolving storytelling and network analysis tools - measuring the development of relationships within and across projects
 - assisting or leading timely data collection, analysis, interpretation of findings,
 - assisting with communication of findings tailored to the given audience,
 - provide recommendations to the project or program regarding potential improvements based on evaluation findings, and
 - assisting with conversations regarding changing course in project or organizational direction as a result of QI findings.
- Assist in the biannual development of the Report on Outcomes (ROO) as well as the implementation of the Division Lessons Learned Framework.

PREFERRED SKILLS AND ABILITIES

- Ability to communicate effectively, both verbally and in writing.
- Strong analytical and research skills
- A natural curiosity and ability to listen and synthesize information quickly.
- Proven ability to use Microsoft Office Suite of tools for collection and presentation of information e.g. Word, PowerPoint, and Excel. Ability to use electronic evaluative and/or statistical databases and tools would be considered an asset.
- Understanding the needs of, and natural ability to establish rapport with health care professionals esp. Family Doctors
- Highly self-directed & independent

- Great interpersonal skills & ability to work collaboratively with all personality types
- Proven ability to plan, coordinate, and inspire positive change.
- Demonstrated ability to organize work, set objectives, establish priorities, and manage time and resources. Exceptional project management skills and an unrivaled reputation for “getting stuff done”
- Ability to work well under pressure, either related to deadlines or unforeseen circumstances
- Knowledge and understanding of primary care settings and the health care system
- Knowledge of Kootenay Boundary communities
- Integrity and ethical mindset
- Balanced decision making with ability to problem solve quickly
- Proven ability to take initiative
- High level of attention to detail and accuracy
- Ability to remain flexible and change priorities as required
- Work well under pressure and tight deadlines
- Ability to work alone with minimal supervision
- Ability to plan and organize workload, processes and priorities

PREFERRED EDUCATION, TRAINING AND EXPERIENCE

- Graduate Degree in a related field, or a similar combination of education and experience.
- Knowledge of quality improvement and evaluation principles, aims and methods.
- Recent, related and extensive experience in quality improvement and evaluation (qualitative and quantitative as well as change management.)
- Proficient in using G-suite, Campaign Monitor, and HubSpot.
- A class 5 BC Driver’s License and access to a reliable vehicle suitable for winter driving.
- Geographically located in Kootenay Boundary.

WORK TERMS, HOURS & COMPENSATION

The demands of this role fluctuate from week to week, and will include some evening and early morning engagements. However, these fluctuations will be to some extent within the control of the QI Coordinator allowing other work or responsibilities to be integrated with the position. Candidates may reside anywhere within Kootenay Boundary. There will be occasions when in-person meetings are required and therefore reliable transportation and willingness to travel in all seasons and in the evening preferred.

This position is estimated at 8 hours a week.

This is a 12 month posting. Contract Rate will be commensurate with qualifications & experience, fee range \$45-55/ hour.

SELECTION PROCESS

Selection of a Contractor will follow the process below:

Step	Activity	Deadline
1	Qualifications information accepted from applicants (CV, Cover Letter, etc.)	Dec 10
2	Shortlist determined and contacted via email	Dec 12
3	Individuals on the shortlist provide contact information for three references.	Dec 15
5	Interviews, if required.	Dec 15
6	Coffee 'dates', if required	Dec 19
7	Candidate selection completed	Dec 19
8	Position orientation/engagement	Jan 5
	Unsuccessful members of the shortlist sent a gift certificate to a KB restaurant or bookstore of their choice, as a token of our appreciation for participation in this process.	

For more information, please contact Jen Ellis at jellis@kbdivision.ca.

Please submit qualifications by noon, **Dec 8, 2023** to careers@kbdivision.ca.

We thank all applicants for their interest; however, only those candidates selected for interviews will be contacted.

Notwithstanding the dates above, the position will remain posted until filled. Presence of this Position Description on our website indicates the position remains open.