Career Opportunity

The College of Dental Hygienists of Ontario seeks to fill the bilingual position of Coordinator, Quality Assurance Program.

About the College of Dental Hygienists of Ontario

The College of Dental Hygienists of Ontario (CDHO) is the regulatory body for over 14,000 registered dental hygienists in Ontario. Our office is located at Bloor and Church in Toronto, Ontario.

The College’s mission is to regulate the practice of dental hygiene in the interest of the overall health and safety of the public of Ontario. As such, Ontarians can expect to receive quality oral health care and dental hygiene services from health professionals who are registered with the CDHO. All of the College’s activities ensure that clients have access to safe, ethical and high quality dental hygiene care.

Position Overview

Provides administrative support to the Manager, Quality Assurance (QA) Program in a collaborative way to support the administration of the QA Program, as per the QA regulations.

Competencies

Emulates the core values of the CDHO:

- **Professionalism** – Displays the behaviours and competencies that are expected of the position and the organization.
- **Quality** – Delivers work that meets the expectations of the position, team and organization. Finds and resolves errors in their work and that of others.
- **Job Knowledge and Continuous Development** – Strives to improve job performance through developing skills and increasing knowledge.
- **Accountability** – Takes personal ownership and responsibility for the quality and timeliness of work commitments. Follows organizational guidelines, professional standards, regulations and principles. Demonstrates reliability and integrity on a daily basis.
- **Adaptability** – Adapts and responds to changing conditions, priorities, technologies and requirements. Recognizes new information and ideas with a willingness to alter opinions and behaviours. Applies versatility, reasoning and innovativeness in the face of change. Is able to comfortably collaborate in a variety of situations and with diverse individuals.
- **Networking and Relationship-Building** – Effectively builds constructive, friendly, professional relationships and networks of key contacts. Maintains partnerships that can provide information, assistance and support.
Planning and Organizing – Accurately estimates duration and level of difficulty of tasks and projects, setting out goals and objectives and work plans to complete.

Problem-Solving – Is able to break a situation down into smaller pieces to identify key issues, figuring out cause and effect relationships in order to solve. Uses logic and analytical methods to come to realistic solution.

Service Orientation – Provides superior service to both internal and external stakeholders.

Teamwork – Works cooperatively and effectively with others to reach a common goal. Participates actively in group activities fostering a team environment.

Key Responsibilities

Service and Support

1. Respond to requests and inquiries from internal and external customers in regards to the Quality Assurance (QA) Program, ensuring adherence to the College’s policies for accessing information and protecting personal privacy.

2. Providing SMILE Portal (System for Managing Individual Learning) technical support for registrants to record, manage and monitor their QA records.

3. Collaborate with the QA Manager on all aspects of the QA Program inclusive of:
   - Reviewing existing processes and forms as required; making recommendations when needed; executing and communicating the changes, ensuring efficiency and resolving problems that may have appeared during the assessments.
   - Maintaining and updating QA forms, QA manual and registrant guides; ensuring the QA section on the website is up-to-date.
   - Scheduling QA meetings, inclusive of preparing and distributing all meeting materials, recording and maintaining the minutes of the QA Committee meetings.
   - Preparing statistical and adhoc reports as required.

4. Coordinate all aspects of the assessment process inclusive of:
   - Preparing all documentation throughout the various phases of the assessment process, such as letters to the registrants and assessors, reports, statistical information.
   - Collecting, recording, organizing, and distributing the submission of all materials related to the QA assessments (QA audit records and letters for the QA Committee).
   - Running selection program; updating assessor list.
   - Working with the QA Manager, to coordinate and prepare for the assessment workshop. Providing instruction to assessors on the technical side of the assessment, such as data entry, and on how to fill out forms used in the assessment. Creating, maintaining slide presentations for training purposes.
   - Working with the IT Manager on changes to the database and set-up for the assessment workshop.
   - Ensuring the processes are properly followed in the assessments as per the regulations, bylaws and policies.
   - Maintaining electronic files on all registrants in the QA process.

5. Maintaining and ensuring the integrity of the QA database.
   - Reviewing the assessor’s report. Escalating any discrepancies to the QA Manager’s attention for handling.
Ensuring integrity and accuracy of the database; troubleshooting problems as they appear and working with IT to make necessary corrections.

6. Providing overarching support to the professional practice team and the College as a whole, as required.

**Accounting and Financial**

1. Ensuring integrity of invoicing and adherence to budget and compliance with fiscal policy inclusive of:
   - Reviewing all third-party invoices for accuracy and delivery of goods, providing to QA Manager for approval, and arranging for payment.
   - Reviewing assessor’s invoices to ensure compliance with reimbursement policy, providing to QA Manager for approval, and arranging for payment.

**Core Knowledge/Educational Requirements**

- Comprehension of the QA Program, regulations and policies, the College’s bylaws, the function and role of the QA Committee and the assessors.
- General knowledge of the College’s standards of practice and the various committees at the College.
- General knowledge of the *Regulated Health Professions Act* and the *Dental Hygiene Act*.
- Strong computer and keyboarding skills. Advanced knowledge of MS Office suite.
- College Diploma in business practices and basic office process knowledge, including minute taking, and meeting coordination and preparation.
- Superb communication and client service skills, with the ability to influence and gain cooperation.
- Sound judgment and problem solving skills.
- Strong drafting and letter writing skills with proficiency in English.
- **Bilingualism French/English is a requirement.**

**Working Conditions**

- Working in a busy office environment with frequent interruptions.
- Interaction with employees, management, and the public at large.
- Attendance and presentation at workshops, Council meetings or other meetings of stakeholders.

**Direct Reports**

None

Qualified candidates are invited to apply by submitting their resume and cover letter via email to: careers@cdho.org no later than **Monday, March 23, 2020**. No phone calls please.

This is a full-time role based in our downtown office location. The College of Dental Hygienists of Ontario (CDHO) welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process. We thank all candidates for applying, however, only candidates being considered will be contacted.