



Position: Quality Assurance Specialist, minimum 22.5 hours per week (flexible schedule)
Start Date: As soon as possible
Application period: Until suitable candidate is found

Are you a detailed focused individual and do you find satisfaction in following policies and procedures? There could be a role for you with the Career Centre in Parksville! We are eager to find a conscientious, positive and resourceful individual to support delivery success of the WorkBC Employment Services contract throughout the central Vancouver Island region (NanOOSE Bay to Tofino). If you have relevant education and experience, please consider applying. This work can be delivered from our office location(s) and we are open to a work-from-home model.

The Career Centre is an initiative of Central Vancouver Island Job Opportunities Building Society, which has been supporting job seekers in District 69 since 1976. The organization's core values include teamwork, professionalism, continuous learning and staff engagement. The staff team demonstrates these values everyday – and we are proud to contribute to the communities we serve.

What We Offer Our Employees:

- Competitive wage, \$31-34/hour based on education and experience
- Generous vacation and medical leave
- Health and Wellness program
- Professional Development opportunities
- Group Benefit plan and RRSP contributions
- Flexible hours

Our Core Values:

- *Teamwork:* We are a team - working collaboratively, recognizing strengths and embracing diversity to accomplish organizational goals.
- *Professionalism:* Our work is entrenched in Openness, Respect, Trust, and Accountability
- *Continuous Learning/Coaching/Mentorship:* We are supported to embrace learning opportunities to create positive change. We teach and learn from each other whenever possible.
- *Engagement:* We are encouraged and inspired to apply our skills, knowledge and grow our abilities inside and outside the workplace; while recognizing the importance of work-life balance.

To support employment equity and diversity in the workplace, we welcome applications from all groups. This includes women, visible minorities, Indigenous Peoples, persons with disabilities, persons of diverse sexual orientation, gender identity or expression (LGBTQ2S+), and others who may contribute to diversity in our workplace.

We encourage members of all equity-seeking groups to self-identify within their application cover letter. When a candidate voluntarily discloses this information in the application, the information will be used only for the fulfillment of the career opportunity. Disclosure and/or self-identification with an equity-seeking group will not lead to advantageous treatment of a candidate who is not qualified.

Position Summary:

Reporting to the Executive Director, and working collaboratively with administrative personnel and subcontractors, the Quality Assurance Specialist contributes to the successful delivery of the WorkBC Employment Services contract. Monitoring case files to ensure policies and procedures are followed according to contract requirements as well as

communicating, strategizing and training are critical actions based on file reviews. Key performance measures and Ministry-driven reviews determine review schedules and priorities.

Responsibilities:

Planning & Implementation

- Review and interpret policy and contract requirements
- With input from others (e.g. administrative team members, subcontractors, staff, regional colleagues, Ministry reps) advise on and/or develop internal systems, procedures and tools and monitor implementation
- Gather data related to annual targets, client volumes, KPMs, long term interventions, and performance outcomes
- Research and troubleshoot delivery issues in collaboration with staff and Ministry representatives and provide support as needed

Evaluation/Analysis

- Review WorkBC survey results and internal client surveys to identify strengths and challenges in implementation of services and recommend changes
- Monitor contract performance targets related but not limited to Annual Business Plan, KPMs and quality assurance and review with relevant staff

Communication/Reporting

- Gather and report on implementation challenges and share updates with staff as appropriate
- Ensure team members are updated and informed about policy and procedural changes and refer, as appropriate, to policies and procedures
- Recommend strategies and steps to improve data quality and reduce risk as needed
- Collaborate with catchment management members to review and discuss policy, procedures and contract-related issues

Basic Requirements:

Education

Post-secondary education in an appropriate field (such as human resource management, business, human services and leadership) and/or equivalent combination of training and experience in an employment/human services environment.

Experience

- Minimum of 5 years of successful experience in a combination of client services with proven leadership capacity within major employment services contracts
- Minimum 5 years of successful experience in effective use of the Integrated Case Management System (ICM)

Preferred Quality

- Recent experience in a similar role within the 2019-2024 WorkBC Employment Services Contract
- Proven experience as a facilitator/trainer in topics related to this employment services
- Completion of Certified Career Development Practitioner (CCDP) along with recent professional development in this field

Rated Requirements:

Personal Suitability

- Highly effective interpersonal skills
- Able to work under pressure and meet deadlines
- Able to handle confidential information with discretion and integrity
- Contribute as a team player

- Take initiative
- Comfortable with change and learning
- Positive attitude
- Sound judgment
- Aware of one's own capabilities and understanding of when to draw upon other expertise

Abilities and Skills

- Strong organizational and problem-solving skills
- Ability to interpret policy and explain it in light of contractual obligations
- Ability to collaborate with team members and contribute in a team environment
- Ability to effectively use digital technology for communication and creating, storing and managing resources, virtually and within the office environment
- Ability to prepare accurate and timely reports and records
- Ability to analyze data and uncover processes that led to results
- Effective oral and written communication skills

Knowledge

- Comprehensive understanding of WorkBC Employment Services
- Thorough understanding of the integrated case management system (ICM)
- Extensive knowledge of business intelligence portal reporting system (BI Portal)
- Knowledge of CVIJOBS organizational structure, mandate, values and objectives
- Knowledge of government funding and contract reporting processes
- Knowledge of career development core competencies
- Knowledge of the practical impacts of FOIPPA on systems

Application Process:

Apply via email submission of cover letter and resume to apply@careercentre.org

Please address application to:

Hiring Committee
CVIJOBS, Career Centre
PO BOX 1362
Parksville, BC V9P 2H3

Competition will remain open until a suitable candidate is found. While we are appreciative of all applicants' interests in employment with our organization, only those short-listed will be contacted.