

**Quality Assurance and Educator Support Manager – SafeCare BC
Temporary Full Time Position – 13 months**

Looking for a job with purpose? Join the fantastic, motivated team at SafeCare BC and help keep continuing care workers safe and healthy. SafeCare BC is hiring for a Quality Assurance and Education Support Manager. This person is responsible for overseeing and supporting SafeCare BC's network of peer coaches, facilitators, and educators to ensure consistent program delivery; responsibilities also include facilitating workshops across SafeCare BC program streams.

Responsibilities

Support, develop and oversee SafeCare BC's network of peer coaches, facilitators and educators including:

- Overseeing and maintain SafeCare BC's Train-the-Trainer and Trainer/Peer Coach Secondment Model, including quality assurance
- Developing peer coach materials, including continuing educational offerings for certification and maintenance requirements
- Providing consultative support to peer coaches, facilitators and educators
- Maintain and providing input on peer coach competence criteria, guidelines and process for recruitment including evaluating potential new peer coaches

Support SafeCare BC's programming by:

- Facilitating workshops across program streams
- Monitoring issues and trends related to SafeCare BC's education programs including:
 - Monitoring data trends and where relevant, liaising with the Programs Manager
 - Identifying areas for improvement
 - Assisting with the implementation of changes
- Working with SafeCare BC Committees and Working Groups on an as-needed basis
- Engaging with SafeCare BC stakeholders and positively representing SafeCare BC
- Assisting with the development and marketing of communication materials specific to SafeCare BC's educational offerings
- Providing input into SafeCare BC's operations
- Regularly reporting to the SafeCare BC Director of Workplace Health and Safety Programs

Qualifications

- Relevant post-secondary degree required; education program preferred
- Understanding of issues and principles relevant to adult education
- Facilitation and facilitator support experience
- Experience working in or with the continuing care sector an asset
- Demonstrated initiative and committee leadership or group management skills
- Strong written and verbal communication skills
- Excellent organizational skills and project management skills
- Knowledge of Microsoft Office Suite
- Detail-oriented, ability to multi-task and manage time well



SafeCare BC

- Experience working with diverse stakeholder groups, including senior leadership, frontline staff and labour representatives
- Demonstrated ability to meet operational and strategic goals

What SafeCare BC Offers

- A job with purpose – taking care of continuing care workers
- SafeCare BC employee health benefit plan
- Professional development and education reimbursement
- Alternative work week arrangement for maintain work/life balance
- A great team atmosphere and contemporary work environment
- Salary range \$63,000/year to \$68,000 per year based on experience

Applications

- Resume and one-page essays may be sent in confidence to the attention of Mavis Gibson at mavis@safecarebc.ca. **Please do not send a cover letter.**
- In your one-page essay, please address the following:
 - What do you think are some of the challenges peer coaches might face in their roles as facilitators and mentors?
 - What do you think peer coaches need in terms of support to succeed?
 - How are you best positioned to be that support (or create those supports) for peer coaches?

Start Date

- **May 4, 2020**