



helping  
seniors live  
independently



<b>Job Title:</b>	<b>Client Services, Quality Lead</b>		
<b>Department/Group:</b>	Operation	<b>Position Type (FT, PT, Relief, etc.):</b>	Full-time (18 month Contract)
<b>Location:</b>	Hybrid	<b>Level/Salary Range:</b>	\$60,000 - \$62,000 per year
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**Job Details**

Peel Senior Link, a non-profit charitable organization established in 1993, provides personal care & home-making and other complementary support services. Peel Senior Link maximizes independent living--helping seniors live with dignity, stability, and safety. Peel Senior Link is funded by the Ministry of Health and Long-Term Care through Ontario Health - Central, grants, and personal and corporate donations.

Reporting to the Manager, Client Services, this position supports the Operations team. The Client Services and Quality Lead support the delivery of high-quality client services and programs. This role is crucial for ensuring client satisfaction, service effectiveness, and adherence to all regulatory and internal quality standards which further support the achievement of the strategic direction and mission, vision and values of the Agency.

**Major Responsibilities:**

**Client Service Management & Leadership**

- Lead staff meetings and training sessions focused quality improvement initiatives and Accreditation.
- Represent the organization at quality and client service forums, committees, outreach or community partner meetings.
- Mentor staff on quality improvement practices, data-driven decision-making, and client-centered approaches.
- Assist with funding applications, proposals, and reporting to demonstrate quality and impact to funders and stakeholders.

**Quality Improvement & Compliance**

- Develop, implement, and maintain a robust quality management framework aligned with Peel Senior Link's mission and regulatory requirements
- Conduct regular internal audits and service evaluations to assess the effectiveness and efficiency of service delivery and identify areas for improvement.
- Manage the organization's accreditation process, including preparing documentation, coordinating site visits, reviewing policies, and ensuring ongoing compliance with standards.
- Analyze client and caregiver satisfaction data (surveys and feedback) along with incident reports to drive continuous quality improvement initiatives and implement evidence-based action plans.
- Ensure strict adherence to privacy legislation (e.g., PHIPA), health and safety protocols, and all organizational policies and procedures.

## **Documentation & Reporting**

- Oversee the accuracy and integrity of client records and the use of electronic health record (EHR) systems.
- Prepare detailed reports on key performance indicators (KPIs), service utilization (OH biweekly reporting), Health Equity, quality metrics, and compliance status for management and the Board of Directors.
- Manage the process for collecting, analyzing, and reporting on client outcomes to demonstrate the impact of services. Contribute to organizational planning by identifying service trends, gaps, and emerging client needs.
- Other duties as required by the organization

## **What you'll need to be successful:**

- Process, project, and detail orientation.
- Highly developed analytical skills with ability to conduct research and use independent judgement to problem solve.
- Continuous improvement approach by proposing new and/or better ways of doing things.
- Proven ability to take initiative and carry projects from conception to implementation.
- Excellent teamwork, interpersonal and constituent service skills including the ability to work respectfully and inclusively with a diverse employee population and multiple internal and external stakeholders.
- Proven organizational abilities and the ability to manage competing priorities and meet deadlines under pressure.
- Strong communication and presentation skills (both written and verbal).
- Understanding of the community services sector and/or non-profit sector considered an asset.

## **The ideal candidate has:**

- Two or more years of prior work experience and expertise in business intelligence and data analytics, including proven ability to collect, analyze, interpret, and manipulate a range of business data.
- Diploma/Degree, ideally in data management or similar field.
- High proficiency in Microsoft Office (Advanced Excel) email, and other applications. Able to learn and work proficiently in Alayacare– the case management software tool of choice at PSL
- Experience or understanding of accreditation procedures is considered a strong advantage

## **Benefits:**

Vacation & Personal care days

Employee Assistance Program

We thank everyone for their expression of interest; however, only those candidates selected for an interview will be contacted.

Peel Senior Link is committed to developing an inclusive, barrier-free selection process and work environment. If you require accommodation at any stage of the recruitment and selection process, please contact Human Resources at 905 712 4413 x326.

As part of our ongoing commitment to health and safety in the workplace, COVID-19 vaccination is strongly recommended.

To learn more about Peel Senior Link please visit: <https://peelseniorlink.com/about-us/>