



## JOB DESCRIPTION

The College of Dental Technologists of Ontario (the “CDTO”) is the governing body established by the provincial government to regulate the practice of dental technology in Ontario and exists to serve and protect the public interest. The College protects the rights of patients to safe, competent and ethical care by ensuring that dental technologists maintain professional standards of practice and are held accountable.

### POSITION DETAILS

Position:	Coordinator, Quality Assurance			
Supervisor:	Registrar and CEO			
Type:	1.0 FTE (35.0 hours/week)			
Number of Reports:	Direct	<u>0</u>	Indirect	<u>0</u>

### SECTION A

#### POSITION SUMMARY

The Coordinator of Quality Assurance is the College’s lead for supporting the Quality Assurance Committee as well as implementing and administering the Quality Assurance Program. In addition, the Coordinator will also provide administrative support to the Registrar for Council and Executive Committee. The Coordinator will also use evidence-based research models to develop and implement any necessary revisions, policies, standards and guidelines as required to support a best practice Quality Assurance and Practice Advisory Program.

### SECTION B

#### KEY RESPONSIBILITIES

The key responsibilities outlined below are interpreted as being descriptive in nature and are not an exhaustive or comprehensive list of all possible job responsibilities, tasks and duties.

#### QUALITY ASSURANCE

- Acts as the primary point of contact for Members and the public requesting information regarding the Quality assurance program, continuing education opportunities and resources, providing assistance, and coordinating the provision of Practice Advice within the scope and practice of the profession.
- Responds to Member requests for information and assistance in program participation and availability of on-line and webinar educational resources, and maintains professional development guidelines, guides for peer and practice assessments and self-assessment forms.
- Implement and coordinate Member compliance with annual QAP reporting, including annual self-assessment, continuing education and professional development, and peer assessment reviews.
- Ensure Members are informed of the QAP requirements and respond verbally and in writing to all enquiries regarding the QAP.
- Maintain records relating to the Member QAP portfolio in the College’s database.

- Maintains program statistics and prepares reports and analysis as required by the College, Council, Committees and the Ministry.
- Leads and assists with the research and development of Quality Assurance policy, procedures, and program enhancements.
- Develop and conduct online webinars on various practice or professional topics.
- Maintain current and comprehensive knowledge of the Regulated Health Professions Act, 1991 (RHPA), the Dental Technology Act, 1991, other relevant legislation, and all College policies, standards, guidelines and regulations.
- Lead the project development and implementation of an online QAP module within the Member Self-Service portal with the assistance of an IT developer.
- Maintain/support and recommend enhancements to the QAP module as required.
- Participate on the regulatory Quality Assurance Working Group (QAWG) and collaborate on projects that enhance CDTO's program delivery.

#### POLICY AND PRACTICE (STANDARDS OF PRACTICE, GUIDELINES, PRACTICE ADVISORY)

- Conduct research and environmental scans to remain apprised of current environmental, practice and legislative trends/issues/developments in regulatory health care on a provincial and national level.
- Collaborate on policy, standards of practice, practice development projects as it relates to the Quality Assurance Program, by researching, analysing and preparing of options and proposals, consulting on approaches, assessing the impact on stakeholders and assisting with communication and implementation plans.
- Assist with the review and analysis of existing College policies, standards of practice and guidelines, with a view to identifying gaps and areas in need of redevelopment.
- Act as the College's subject matter resource on professional practice issues, and respond to Member practice inquires as necessary following College protocols.
- Lead the development of a Practice Advisory Service which provides professional practice guidance for RDTs and others — the public, other health professionals, employers, and students.
- Develop policies and processes for receiving and responding to request for practice advice.
- Drafting and review practice advisories as required.

#### COMMUNICATIONS (QUALITY ASSURANCE, POLICY AND PRACTICE)

- Support the Registrar and College Staff in providing responses about major Quality Assurance initiatives and new projects;
- Develop QA Program material for public education and outreach, including presentations, brochures and branded material.
- Assist in the preparation of correspondence.

#### COUNCIL & COMMITTEE SUPPORT

- Provide administrative and logistical support to the Executive Committee & Quality Assurance Committee and any associated panels to include arranging and attending meetings, creating meeting agendas, taking meeting minutes, preparing and maintaining meeting records and materials, corresponding with Committee members, and provide training where necessary.
- With the Registrar, prepare Council meeting agendas and supporting material for distribution and ensure timely distribution of materials.

- Ensure the Council and Committee meeting registers are up to date, manage the expense claims process for Committee members, review and correct claims as appropriate and in consultation with submitter, submit claims for payment.

#### GENERAL

- Any other duties commensurate with grade/status as required by the Registrar.
- Contribute to strategic planning and operational planning of the College;
- Budget forecasting and monitoring for the Quality Assurance Department;
- Provide verbal and email support to Members as required.

### SECTION C – QUALIFICATIONS

#### EDUCATION AND EXPERIENCE

- Successful completion of an undergraduate degree, preferably in health policy or a research related.
- Minimum of 5 years work experience, preferably in a regulatory health care or related environment.

#### KNOWLEDGE

- Knowledge of the regulatory and legislative framework for the governance of health care professions in Ontario to ensure that the practices and policies of the CDTO meet legal requirements. Specifically, knowledge is required of the Regulated Health Professions Act, 1991 and Procedural Code, the Dental Technology Act, 1991 and regulations made under these Acts.
- Knowledge of protocols, and legislation regarding protection of privacy of individuals such that information regarding members of the College, their patients/clients, and members of the public, is appropriately protected.
- Knowledge of how boards and committees function and general rules of procedure to provide guidance to Committee Chairs on protocols and procedures to ensure that work is accomplished in an orderly manner.
- Knowledge of computer applications generally used in offices such as the Microsoft office package, applications that support organizational planning and communications tools.

#### ORGANIZATIONAL SKILLS

- Skills to organize meetings, prepare agendas, prepare and present materials for Committees and Council.
- Skills to organize work, managing multiple tasks and competing priorities and working in a fast-paced environment where team members must support each other and the Registrar to accomplish work.
- Skills to work independently and with teams providing situational leadership to achieve team objectives.

#### COMPUTER SKILLS

- Ability to function at an intermediate to advanced level with all Microsoft Office applications.
- Ability to use independently standard office equipment such as computers, fax, copiers, printers, scanners, and projectors.

## COMMUNICATION SKILLS

- Highly developed presentation skills to convey complex information in an organized manner easily understood by audiences with various levels of knowledge and technical understanding.
- Excellent writing skills to prepare reports, Decision Notes, to write Minutes, to prepare articles for the website or newsletter and to prepare correspondence.
- Excellent listening and enquiry skills to understand public and member comments/concerns, to understand meeting proceedings and to make notes for follow-up.
- Excellent proof-reading skills and a keen attention to detail to ensure accuracy and consistency of materials.

## ANALYSIS AND JUDGEMENT

- Advanced judgement to make independent decisions, advise the Chairs of Committees and panels on procedures and to provide appropriate advice to the Registrar, committees and Council.
- Tact, diplomacy and empathy to provide appropriate responses to members and stakeholders without conveying a personal or College “position”.
- Discretion to not disclose confidential information or demonstrate personal feelings, and to maintain professional demeanour at all times.
- High level of political and organizational acuity to distinguish when issues may draw public attention and to ensure that such issues are escalated appropriately to the Registrar.
- Excellent analytical skills to identify, understand, and explain in writing and verbally, issues and opportunities relating to policy, legislation, members’ performance and performance of the Council and its Committees.
- Strong analytical and problem-solving skills to resolve issues related to the database or website.
- Errors in judgement could result in loss of credibility for the College, and members no longer feeling that the College is effective. and could result in loss of public confidence.

## SECTION E

### LEVEL OF INDEPENDENCE

- This position operates with considerable independence, directly interacting with Chairs and corresponding with members both verbally and through written correspondence.

The College of Dental Technologists of Ontario is an inclusive employer. Accommodations is available under the Ontario Human Rights Code.