



Quality Consultant, Rehabilitation Program - 1 position	Posting #: 54822
Rehabilitation Program	Posting Date: April 16, 2025
Parkwood Institute Main - London, ON	Submission Deadline: April 22, 2025
Full Time	Michelle Robertson, Human Resources
Non-Union	Salary Range: \$53.51 - \$62.96 /hour

The purpose of the Quality Consultant is to lead the development and implementation of quality improvement projects that enhance quality and safety within the Rehabilitation Program. The Quality Consultant is responsible for identifying, designing, planning, executing and/or evaluating rehabilitation program initiatives to improve operational and strategic performance with respect to all dimensions of Quality: effectiveness, efficiency, accessibility, patient-centered, equity and safety, with a focus on meeting compliance with Accreditation & Stroke Distinction Standards through Accreditation Canada as well as Ontario Health Directives and the CIHI National Rehabilitation Reporting System. This person will participate as a member of the Rehabilitation Program leadership team under the direction of the Rehabilitation Program Director.

Essential Qualifications

- Bachelor's degree in a Healthcare related field
- Valid registration with a Healthcare related Professional College
- 3-5 years of experience working in the healthcare sector with a focus on Quality Improvement
- Experience in engaging, and facilitating work, with diverse groups of stakeholders including residents, families, front-line staff and physicians.
- Experience in participating or leading coaching, mentoring, and facilitating teams and individuals, in lean model for improvement and other quality improvement methods
- Proven ability to lead quality improvement projects, with competency in teaching/coaching others and in implementing QI tools
- Proficiency in computer skills and in use of Microsoft 365 office support software (Word, Excel, PowerPoint, Adobe, MS Project, and Teams)
- Proven leadership abilities, effective communication (written and verbal), report writing, briefing note and business case development, facilitation and coaching skills, and the ability to design and deliver effective presentations.
- Possess excellent interpersonal skills dealing/collaborating with diverse professional stakeholder groups in both local, regional and provincial situations.
- Experience with (re)designing and optimizing processes, resource utilization, workflow, and patient /customer experience.
- Experience accessing, synthesizing and leveraging the most current knowledge (research literature, publications) to inform evidence-based decisions and support change and improvement.
- Demonstrated sophisticated use of various data sources (e.g., external benchmarking reports, internal databases, workload measurement, satisfaction surveys, and quality of work-life surveys).
- Demonstrated understanding of performance measurement and program evaluation skills
- Demonstrated ability to influence staff and follow through with implementation of program requirements.
- Proven ability to work independently with minimal supervision, take initiative and perform well in stressful environments
- Superior analytical, interpretive and communication skills
- Proven organizational skills with the ability to manage multiple projects and constantly adjust priorities
- Demonstrated experience with a solid understanding of adult education principles, ensuring knowledge translation and sustainability.
- Knowledge of implementation science and change management initiatives, ability to engage and involve stakeholders at all levels and acknowledge when quality targets are not met and develop action steps to make improvements
- Ability to apply project management methodologies, multiple planning and analysis methodologies and make effective

recommendations.

- Demonstrated understanding of rehabilitation, the health-care system and issues and awareness of unique challenges experienced by patients and staff in health care settings

Preferred Qualifications

- Proficiency in French would be an asset
- Previous leadership experience

Teaching and Research

- St Joseph's Health Care London through its affiliation with Western University and Fanshawe College is a leading research and teaching hospital. As an employee of St Joseph's, you will be expected to engage in role related teaching and research activities in addition to any of your clinical duties

Immunization Requirements

- Provide vaccination records or proof of immunity against measles, mumps rubella, varicella (chicken pox), Hepatitis B, COVID-19 and influenza.
- Provide documentation of the Tuberculosis skin testing

Your interest in this opportunity is appreciated.

*Human Resources and Leaders use your profile information to evaluate your application for the vacancies you apply to.
Only those under consideration will be contacted.*