



**Position(s):** Operations and QA Officer  
**Location:** PICS Surrey Head Office  
**Term:** Full-time, 35 hours a week  
**Pay range:** \$35.00 to \$40.00 per hour

**Job Summary:**

As part of the Society's Administrative team, the Operations and QA Officer is responsible for implementing and maintaining the society and programs' compliance plans and reports related to operations, policies and procedures, and accreditation standards. They are responsible for collaborating with program managers and directors and to report on, advise and ensure compliance with policies, procedures, and standards.

**Key Duties and Responsibilities:**

- creates and coordinates the development, implementation and maintenance of operations and quality assurance related policies and procedures;
- collaborates with managers and directors to ensure program and department performance indicators align with accreditation standards;
- coordinates and facilitates processes that assess program and department performance and makes recommendations for improvements;
- collects and organizes information and data and creates reports to present this information;
- conducts reviews to ensure quality related measures are in place, as needed;
- serves as a subject matter expert on compliance related issues and provides assistance to staff compliance related issues;
- provides training to staff on compliance and quality related issues;
- assists the Health and Safety Committee and HR in reviewing and analyzing incident reports to determine trends and risks;
- as a member of the Health and Safety committee, assists with the review and update of health and safety policies and procedures;
- as a member of the Health and Safety committee, assists with implementing, monitoring and analyzing emergency and safety drills;
- assists in collecting, analyzing and summarizing surveys and feedback from participant, clients, and employees; and
- performs other operations and QA job related duties as assigned.

**Knowledge and Experience**

- completed a diploma or Bachelor's degree in a related discipline supplemented by two years of related experience OR equivalent combination of education and experience;
- experience working in a non-profit organization is a definite asset;
- at least two years of experience working in an employment related or community services related organization;
- knowledge of CARF related standards and compliance is a definite asset; and
- intermediate to advance knowledge (and experience) of MS Office programs (Outlook, Excel, Word, PowerPoint).
- at least one year of experience in collecting and reporting performance related information or data;
- experience making presentations to leadership; and
- experience facilitating and presenting workshops and training sessions.

**Skills and Abilities**

- demonstrated excellent written and oral communication skills;
- comprehensive writing skills;
- strong analytical skills and an ability to organize and present information;
- strong attention to detail;
- ability to work independently and as a team member;
- strong critical thinking, problem solving, and decision-making skills;
- effective verbal and listening communication skills; and
- presents a professional and positive attitude.

**Other Requirements**

- Clean Criminal Record Check (Vulnerable Sector).

**How to Apply:** Please submit a resume and cover letter, stating salary expectation, to [career@pics.bc.ca](mailto:career@pics.bc.ca). Please use the job title as the email subject.

*(PICS is an equal opportunity employer. We thank all who apply, but only applicants selected for an interview will be contacted. No phone calls please.)*