



S.U.C.C.E.S.S.

## 13119- Associate Director, Quality & Compliance

**Closing date:** August 16,2024

**URL:** <https://successbc.bamboohr.com/careers/607?source=aWQ9Mjg%3D>

At S.U.C.C.E.S.S., you will be able to grow and develop alongside a diverse team of professionals and enjoy great benefits and perks. Experience what it is like to join a purpose-driven organization and make meaningful contributions to our community. Explore our amazing new opportunities.

**Division:** Corporate Support

**Employment Type:** Permanent Full-Time (35 Hours Per Week)

**Reports to:** Director of People and Technology

**Job Summary:** The Associate Director, Quality & Compliance is responsible for three key areas: (1) Enterprise Risk and Compliance Management; (2) Privacy and Information Management; and (3) Performance Quality Improvement Management (PQI). This position works closely with our Organizational Support Team (OST) including consultation with the CEO and across various divisions of the organization and plays an active role in steering various committees and working groups of the related areas.

### Key Duties & Responsibilities:

#### Enterprise Risk and Compliance Management

- Manages the risk management frameworkPromotes a culture of risk awarenessDevelops and implements the compliance framework Acts as the Privacy Officer for the organization. Implements and monitors the organization's privacy management program to ensure compliance with PIPA, PIPEDA, and FOIPPALeads investigations into reported privacy breachesMaintains up-to-date knowledge on PIPA, PIPEDA, and FOIPPA plus any new developments from various levels of government
- Develops and/or sources training for staff, contractors, and volunteers on privacy policies, principles, best practices and mitigation
- Alerts CEO office for any significant information requests that might have organizational wide impacts

#### Privacy and Information Management

- Directs and supervises the work of the Enterprise Risk and Compliance Lead
- Prepares reports for the Director to be reviewed by the CEO
- Liaises with risk owners on risk management strategies
- Manages the Enterprise Risk Register



## Performance Quality Improvement (PQI) Management

- Oversees the development and implementation of the PQI program (including PQI framework, policies, processes, and practices)
- Ensures compliance at a minimum with Council on Accreditation (COA) standards and leads the reaccreditation with COA in collaboration with OST
- Maintains up-to-date knowledge about PQI and COA
- Chairs the organization's PQI Committee and leads the committee in developing, implementing, and, monitoring the Annual PQI Plan
- Collaborates with the strategic communications department in engaging staff, clients, volunteers, and other partners in the PQI process

## Corporate Governance

- Supports the Organizational Support Team on the execution of the corporate Strategic Plan and related initiatives
- Works under the Director of People and Technology in identifying new legislative and governance regulations and related trends across the sector
- Facilitates the development and operation of committees and working groups related to Enterprise Risk and Compliance, Privacy and Information, and Performance Quality Improvement (PQI)
- Performs other related duties as assigned by the Director of People and Technology

## Qualifications & Experience:

- Bachelor's Degree in Business Administration or a related field
- Post-Graduate qualifications and certifications in a related field is an asset
- Minimum of 5 years' senior management experience, preferably in a not-for-profit environment
- Experience in working for a BC not-for-profit organization is an asset
- Experience in working as a corporate Privacy Officer is preferred
- Experience in developing and managing a corporate risk register is preferred
- Experience in managing corporate PQI program is an asset
- Experience with managing government funded programs is an asset
- Experience with PQI accreditation is an asset
- Knowledge of intercultural and social issues
- Knowledge of PIPA, PIPEDA, and FOIPPA
- Knowledge of ISO 27001, ISO 31010, and/or CAN/DGSI 109-1 is an asset

## Job Skills & Abilities:

- Excellent written and oral presentation skills



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- Excellent interpersonal and communication skills
- Excellent relationship building and management skills
- Ability to utilize diplomacy and tact in dealing with confidential matters
- Ability to build a department
- Ability to hire, manage, and develop a team
- Ability to inspire, motivate, and engage a team
- Ability to foster an organizational culture of continual improvement
- Ability to apply principles, standards, and processes
- Excellent project planning and organizational skills
- Excellent technical skills in MS Office and web-based applications
- Ability to continually keep up-to-date with technological changes
- Ability to think critically and solve problems creatively
- Ability to work independently, flexibly, and takes initiative to achieve goals

#### **Other Requirements:**

- Criminal Record Check Required
- Able to work evenings and weekends as required

#### **About S.U.C.C.E.S.S.:**

S.U.C.C.E.S.S. is a multicultural social services agency and registered charity located on the unceded Coast Salish lands of the x<sup>w</sup>məθk<sup>w</sup>əyəm (Musqueam), Skwxwú7mesh (Squamish), and Səlílwətaʔ/Selilwitulh (Tsleil-Waututh) Nations, S.U.C.C.E.S.S. has been helping Canadians and newcomers to achieve their full potential on their Canadian journey since 1973. We are one of the largest social service agencies in Canada, with offices in BC, Ontario and internationally/abroad. We offer programs and services in the areas of immigration, newcomer settlement, English-language training, employment and entrepreneurship, family, youth and seniors programming, health education, community development, affordable housing and seniors care.

At S.U.C.C.E.S.S., we take care of our communities and our people!

Our staff is the source of our success and we make it a priority to ensure work-life balance for our staff. We offer a range competitive and comprehensive benefit packages to ensure the well-being our staff. Subject to the type of employment, benefit packages may include:

- paid time off '*monthly wellness days*' (up to 12 days per year)
- additional agency holidays (2 additional statutory holidays)
- 4 weeks annual vacation (starting) and up to 7 weeks (maximum)
- company-funded pension (GRRSP)
- extended health & dental plan
- employee & family assistance programs
- access to wellness programs (such as subscription to *Headspace*) , and more



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S.U.C.C.E.S.S. is an equal opportunity employer. We are dedicated to building an inclusive environment that embraces diversity of thought, backgrounds and experiences. We are committed to the equitable treatment of all individuals and will continue to embed diversity and inclusion principles within our policies, procedures, services, and activities.

*Interested candidates please apply by 11:59pm August 16, 2024 at  
<https://successbc.bamboohr.com/careers/607?source=aWQ9Mjg%3D>*

We appreciate all applications, only those selected for an interview will be contacted.