

**Job Description:** Quality Assurance Coordinator

**Organization:** Zaag'idiwin Ngodoodegizwin Dibendaagizwin Naaknigewin

**Salary Range:** \$70,000 – \$90,000 annually

**Location:** 9 Village Road, Southampton, Ontario N0H 2L0

**Job Type:** Full-Time

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### **About Zaag'idiwin Naaknigewin**

Zaag'idiwin Naaknigewin is committed to the wellbeing of Saugeen First Nation children and families and the implementation of Saugeen's child wellbeing law, Zaag'idiwin. Guided by community values, cultural teachings, and family-led decision-making, we work collectively to protect and strengthen families in a way that honours our responsibility to one another.

### **Position Summary**

The **Quality Assurance Coordinator** plays a central role in ensuring that all client files within the Child and Family Services program are complete, accurate, compliant, and aligned with service standards.

The Case Manager supports the exercise of inherent jurisdiction by monitoring documentation quality, maintaining a weekly risk register, ensuring adherence to privacy and file management standards, and coordinating inter-agency referrals.

This position contributes to quality assurance, organizational accountability, privacy compliance, and data integrity across the organization's case management system.

### **Key Responsibilities**

#### **File Integrity and Compliance**

- Conduct systematic reviews of active and inactive client files.
- Verify that files include all required documentation, including:
  - Demographics
  - Intake forms
  - Prevention intake
  - Assessments and risk/needs tools
  - Service plans
  - Case notes
  - Signed consents and releases
- Ensure documentation meets Service Delivery Model expectations.
- Ensure identified documentation gaps are resolved within four (4) business days.

### **Weekly Risk Register**

- Develop, maintain, and distribute a weekly risk register of incomplete or non-compliant files.
- Provide weekly reports for frontline workers, Managers/Supervisors, and the Executive Director.
- Track resolution timelines and escalate ongoing non-compliance and/or risks as needed.
- Maintain an audit trail of compliance actions and outcomes.

### **Case Monitoring and Caseload Oversight**

- Maintain an organization-wide overview of:
  - Active/open files
  - Inactive/closed files
  - High-needs clients
  - Prevention program files
- Prepare weekly caseload reports for leadership.

### **Quality Assurance and Continuous Improvement**

- Develop and implement file audit processes and quality assurance tools.
- Provide guidance to staff regarding documentation standards.
- Identify systemic documentation barriers and recommend improvements.

### **Data Management, Reporting, and Privacy Compliance**

- Prepare regular reports for the Executive Director on compliance rates and file status.
- Ensure all client information is handled according to:
  - Organization privacy policies
  - PHIPA and PIPEDA
  - First Nations data governance principles
- Support privacy breach identification, documentation, and reporting.
- Apply Privacy Officer practices to ensure confidentiality and secure information handling.

### **Qualifications**

#### **Education**

- Degree or Diploma in Social Work, Indigenous Studies, Social Services, or a related field, **or** equivalent experience.

#### **Experience**

- Experience in child and family services, social services, or Indigenous community services.
- Experience working with First Nations children, youth, and families.
- Experience with:
  - Case management systems
  - Documentation and file standards
  - Compliance, auditing, or quality assurance

- Privacy compliance or information governance

### **Knowledge**

- First Nation child and family service frameworks.
- Trauma-informed and culturally grounded practice.
- Prevention and family support approaches.
- Privacy and information management standards including:
  - PHIPA
  - PIPEDA
  - First Nations OCAP principles (Ownership, Control, Access, Possession)
- Record retention rules and privacy breach protocols.

### **Certifications**

- Privacy Officer Training or Privacy Management Certification (e.g., Indigenous Child Welfare Privacy Officer Training, PHIPA-focused privacy certification, or equivalent)

### **Skills**

- Strong organizational and audit skills.
- Ability to interpret and apply privacy legislation.
- Analytical and reporting skills.
- Excellent written and verbal communication.
- Ability to collaborate with frontline staff while maintaining accountability.
- Cultural humility and respect for First Nations governance and traditions.

### **Equal Opportunity & Preference**

Zaag'idiwin promotes equal employment opportunities. Preference will be given to candidates who identify as Indigenous, particularly those who are members of Saugeen First Nation, in alignment with the needs of the communities we serve.

### **How to Apply**

Interested candidates are invited to submit their **resume and cover letter**, in Word or PDF, to [careers@zaagidiwin.ca](mailto:careers@zaagidiwin.ca).

Please include "Quality Assurance Coordinator – [Your Name]" in the subject line.  
**Applications will be accepted until 4:00 p.m. Friday, June 26, 2026.**

This is a new position.