



Operations & Quality Lead

Full-Time | Penetanguishene, Ontario

Position Summary

The Operations & Quality Lead is a new role and serves as the organizational infrastructure and governance coordination lead for Hospice Huronia. Reporting to the Executive Director, this role strengthens institutional stability by ensuring corporate documentation integrity, regulatory compliance tracking, accreditation readiness, and coordinated vendor systems across the organization. This position is responsible for process oversight, documentation management, reporting coordination, and system integration. The role does not supervise staff or external vendors but ensures workflows, compliance requirements, and accountability structures are functioning effectively. This is a non-clinical, non-supervisory role focused on governance infrastructure and operational execution.

Core Accountabilities

1. Governance & Corporate Infrastructure

- Maintain Board and Committee action trackers
- Support preparation of governance and leadership reports
- Maintain corporate documentation systems and retention standards
- Oversee policy repository, version control, and review calendar
- Strengthen internal accountability mechanisms
- Ensure documentation readiness for audit and regulatory review

2. Accreditation & Compliance Coordination

- Serve as organizational coordinator for HPCO accreditation readiness
- Maintain accreditation evidence library
- Track compliance action items across departments
- Coordinate internal audit preparation
- Support JHSC documentation and compliance tracking
- Support IPAC documentation tracking in collaboration with clinical leadership

3. External Vendor Coordination (Non-Supervisory)

Act as internal coordination lead for contracted service providers, including Accounting (managed service), Payroll (Payworks), HR Training & Consulting (Citation Canada), IT (CompuSolve), and Facilities vendors.

- Maintain documentation flow and reporting timelines
- Track compliance documentation requirements
- Coordinate vendor communication with leadership
- Maintain service tracking logs
- Ensure organizational follow-through on vendor-related action items

This role does not manage vendor performance contracts or financial negotiations.

4. Reporting & Performance Tracking

- Develop and maintain operational dashboards
- Support Board, Ministry, and OHT reporting preparation
- Maintain regulatory reporting calendars
- Track KPI and quality indicators
- Support documentation standardization across departments

5. Process Improvement & Systems Integration

- Identify workflow inefficiencies and recommend improvements
- Support development of internal controls
- Coordinate cross-department documentation processes
- Strengthen organizational process clarity and consistency

Reporting Structure

Reports to: Executive Director

Direct Reports: None

Collaborates with: Director of Care, Clinical Leadership, Supportive Care Lead, Community Program Lead, Volunteer Lead, Community Engagement Lead

Qualifications

- Post-secondary education in healthcare administration, public administration, quality systems, or related field
- 3–5+ years experience in governance, compliance, healthcare operations, or similar regulated environments
- Experience supporting accreditation processes preferred
- Strong documentation and regulatory tracking skills
- Demonstrated ability to build structured tracking systems

- Proficiency in Microsoft 365 (SharePoint, Excel, Teams)
- High level of discretion and integrity

Compensation & Benefits

Hourly Wage Grid: \$41.50 – \$49.00 (based on experience)

Comprehensive benefits package

Participation in the HOOPP pension plan

Paid vacation and statutory holidays

Professional development opportunities