MATAWA HEALTH
CO-OPERATIVE

Job Description

Quality Improvement Manager

PURPOSE OF THE POSITION

Incorporated in 2017, the Matawa Health Co-operative (MHC) is a Matawa First Nations owned and controlled health co-operative providing healthcare services that enhance existing health services to achieve long-term health and wellbeing for all members within the nine Matawa First Nations. This provincially incorporated Co-operative consists of the nine Matawa member communities including Aroland, Constance Lake, Eabametoong, Ginoogaming, Long Lake #58, Marten Falls, Neskantaga, Nibinamik and Webequie First Nation. The MHC is overseen by a Board of Directors and is a member of the Health Care Co-operatives Federation of Canada. The MHC is community-driven with services tailored to individual community needs. It is the first of its kind in Canada.

The MHC incorporates traditional healing and medicines to address the health needs of the Matawa First Nations in a wholistic way by prioritizing mental health and addictions, diabetes, and chronic diseases. It oversees an Inter-Professional Primary Care Health Team providing direct services in the Matawa First Nations or through telemedicine.

The Quality Improvement Manager is responsible for advancing high-quality, culturally safe, evidence-informed, and continuously improving health services across MHC. The role provides leadership in quality improvement planning, policy development, funding initiatives, performance measurement, and compliance with provincial and funder requirements.

The Quality Improvement Manager oversees the management, optimization, and ongoing improvement of MHC's electronic medical records (EMR) system. This includes supporting clinical documentation, data quality, system functionality, staff training, workflow optimization, reporting, and the implementation of EMR improvements that strengthen service delivery and patient care.

Working directly with the Executive Director and collaboratively with the MHC management team, clinical staff, and external partners, the position identifies opportunities for improvement, supports the development and implementation of effective policies and processes, and monitors outcomes to ensure continuous quality improvement.

Through these responsibilities, the Quality Improvement Manager strengthens organizational accountability, supports evidence-informed decision-making, improves health outcomes, enhances service delivery, and contributes to the long-term sustainability and effectiveness of MHC programs and services.

RESPONSIBILITIES

The Quality Improvement Manager plays a key role in strengthening organizational performance, accountability, and continuous improvement at the Matawa Health Co-operative. This position is responsible for leading quality improvement initiatives, ensuring compliance with Ontario Health Quality Improvement Plan (QIP) requirements, developing policies, and supporting funding proposals aligned with organizational priorities. Through collaboration with internal teams and external partners, the role supports data-driven decision-making, enhances culturally appropriate care, and contributes to improved community health outcomes.

Quality Improvement Planning & QA/QI Leadership

- Lead the development, implementation, and evaluation of annual Quality Improvement Plans (QIPs) aligned with Ontario Health guidance and Ministry of Health requirements.
- Identify and prioritize improvement goals, measurable targets, and change initiatives that reflect community needs and organizational priorities.
- Establish and monitor performance indicators related to access, client experience, safety, effectiveness, and equity, with a strong emphasis on culturally safe care.
- Lead continuous quality improvement processes, including Plan-Do-Study-Act (PDSA) cycles.
- Develop and maintain QIP documentation, workplans, and performance tracking tools.
- Integrate Indigenous perspectives and culturally relevant indicators into quality improvement processes.
- Monitor, evaluate, and report on QIP progress, outcomes, and impact.

Quality Assurance & Compliance

- Ensure compliance with Ministry of Health accountability agreements, reporting requirements, and applicable quality standards.
- Conduct quality audits, program reviews, and risk assessments.
- Support the development and implementation of corrective action plans and continuous improvement initiatives.
- Maintain documentation to support audit readiness and organizational accountability.

Policies & Procedures

- Develop, review, and update organizational policies and procedures to ensure alignment with legislation, quality standards, and First Nations service delivery models.

- Conduct policy gap analyses informed by quality improvement findings and performance data.
- Support Policy Review Committee processes and participate in related meetings.
- Conduct research across system levels (macro, meso, micro) to inform policy development and improvement.
- Stay current with best practices, trends, and research related to First Nations health and mental health policy.

Reporting, Evaluation & Performance Measurement

- Lead the preparation and submission of QIP reports, including annual plans and updates.
- Prepare quarterly and annual performance reports for leadership and funders.
- Develop clear and comprehensive reporting that demonstrates indicator performance, achievement of targets, and outcomes of initiatives.
- Integrate qualitative and quantitative data, including community feedback, into reporting processes.
- Support the development of dashboards and performance tracking tools.
- Ensure timely and accurate reporting to the Ministry of Health and other funders.

Funding Proposals & Strategic Alignment

- Identify and pursue funding opportunities from federal, provincial, and other sources.
- Align proposals with QIP priorities, Ministry of Health objectives, and community needs.
- Collaborate with leadership and finance staff to develop budgets, cost estimates, and supporting documentation.
- Ensure proposals meet all requirements, including formatting, timelines, and submission guidelines.
- Support post-submission follow-up and communication with internal and external stakeholders.

Electronic Medical Records Responsibilities

- Provide overall leadership and oversight for the ongoing management, functionality, and optimization of MHC's EMR system.
- Serve as the organizational lead and primary resource for EMR-related processes, system functionality, clinical documentation, and workflow optimization.
- Assess and improve EMR workflows to support efficient service delivery, clinical practice, communication, and continuity of care.
- Identify opportunities to enhance EMR functionality, system configuration, templates, forms, alerts, reports, and clinical documentation processes.

- Work collaboratively with clinical and administrative teams to identify EMR challenges, system gaps, and opportunities for improvement.
- Develop and implement processes to improve data quality, data integrity, documentation compliance, and consistency across programs and services.
- Support the development and monitoring of EMR performance indicators, data reports, dashboards, and other tools used to measure organizational performance and service outcomes.
- Generate and analyze EMR data to support quality improvement initiatives, program evaluation, operational planning, funding requirements, accreditation, and organizational reporting.
- Coordinate with EMR vendors, external technical support, and internal stakeholders regarding system issues, upgrades, enhancements, and implementation of new functionality.
- Participate in the planning, testing, implementation, and evaluation of EMR system upgrades, changes, and new features.
- Ensure EMR changes are appropriately tested and evaluated prior to implementation to minimize disruption to clinical and administrative services.
- Support the development and implementation of EMR policies, procedures, standards, and guidelines in alignment with organizational requirements and applicable legislation, regulations, accreditation standards, and funder requirements.
- Monitor EMR practices for compliance with privacy, confidentiality, security, documentation, and information-management requirements.
- Identify documentation and data-quality trends and work with program leaders to develop corrective actions and quality improvement strategies.
- Support the integration of EMR data into organizational quality improvement initiatives and performance measurement processes.
- Collaborate with Directors, Managers, clinicians, and administrative staff to ensure EMR systems and processes support the operational and strategic priorities of MHC.
- Support the use of EMR data to identify service gaps, trends, opportunities, and areas requiring further investigation or improvement.
- Participate in audits, accreditation activities, quality reviews, and compliance assessments related to clinical documentation, EMR use, and data management.
- Maintain awareness of emerging EMR practices, digital health developments, and opportunities to improve technology-enabled health service delivery.

<u>Collaboration & Partnership Development</u>

- Work collaboratively with MHC leadership, program teams, and Matawa First Nations Management.
- Engage with external partners including Nishnawbe Aski Nation (NAN), Ontario Health, Ministry of Health, and Indigenous Services Canada (ISC).
- Promote shared accountability for quality improvement and health outcomes.
- Support engagement of partners in planning, implementation, and evaluation activities.

Other Duties

- Perform additional tasks as assigned to support the overall effectiveness, quality, and sustainability of MHC programs and services.

Organizational Responsibilities

As a representative of the Matawa Health Co-operative, the employee is responsible for:

- Reflecting and interpreting the organization vision, mission and core values in their own work with enthusiasm and commitment.
- Acting in accordance with relevant legislation and organization policies and procedures.
- Proposing changes within MHC that would improve the quality of service to our First Nations' children, families and communities.
- Developing and maintaining respectful, cooperative working relationships to contribute to the delivery of services to First Nations' children, families and communities.
- Understanding their role and responsibility in maintaining a safe workplace and reducing workplace injuries.
- Ensuring accuracy, confidentiality and safekeeping of agency records.

KNOWLEDGE, SKILLS AND REQUIREMENTS

Education & Experience

- Bachelor's degree in health sciences, Public Health, Health Administration, or a related field.
- Minimum 2–3 years of experience in quality improvement, healthcare performance measurement, or related roles.
- Experience with proposal writing, funding development, and reporting frameworks.
- Strong knowledge of Ontario Health Quality Improvement Plan (QIP) requirements and quality improvement methodologies (e.g., PDSA cycles, root cause analysis).
- Experience with data analysis, performance indicators, and reporting tools.
- Proficiency in Microsoft Office Suite (Excel, Word, Outlook) and other data or reporting systems.
- Experience working with First Nations communities or Indigenous organizations is a strong asset.

Skills & Abilities

- Strong analytical, organizational, and project management skills.
- Excellent written and verbal communication skills.
- Ability to interpret and communicate complex information clearly.
- Strong collaboration and stakeholder engagement skills.
- High level of integrity, professionalism, and accountability.
- Ability to manage multiple priorities and meet deadlines.
- Commitment to culturally safe, equitable, and community-driven care.

Other Requirements

- Valid Ontario Class G Driver's License (access to a reliable vehicle is an asset).
- Clear Vulnerable Sector Criminal Record Check.
- Proof of a current TB Skin Test.
- Willingness to travel to Matawa First Nations communities as required.
- Ability to work flexible hours, including evenings or weekends when necessary.
- This role provides services in a clinical environment and within Indigenous communities and includes direct contact with vulnerable individuals (including minors and elders).

WORKING CONDITIONS

Physical Demands

The employee may have to travel to our First Nations communities. They may have to lift, carry and manage equipment and supplies. They may have to work odd or long hours at a time to complete special requests or projects. The employee may have to spend long hours sitting and using office equipment, computers and attending meetings.

Environmental Conditions

The Matawa Building may be a busy facility. The employee may have to manage several projects at one time and may be interrupted frequently. The employee may find the environment to be busy, noisy and will need excellent organizational and time and stress management skills to complete the required tasks.

Sensory Demands

Sensory demands can include reading and use of the computer, which may cause eyestrain and occasional headaches. The position requires strong visual and auditory abilities to read and interpret travel documents, booking systems, and itineraries, as well as to communicate effectively with employees, vendors, and various other key individuals. Attention to detail, prolonged screen use, and the ability to process verbal and written information accurately are essential.

Mental Demands

The employee will have to manage several requests and projects at one time. They must be aware of Tribal Council business in the communities and all relevant legislation, policies and procedures. They may have to complete a number of tasks and responsibilities at one time, and must be prepared to deal with emergencies and stressful situations at any time.

CERTIFICATION

_____ Employee Signature _____ Printed Name Date I certify that I have read and understand the responsibilities assigned to this position.	_____ Supervisor's Title _____ Supervisor's Signature Date I certify that this job description is an accurate description of the responsibilities assigned to the position.
_____ Executive Director's Signature Date I approve the delegation of responsibilities outlined herein within the context of the attached organizational structure.	

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.