



Position Description - Quality and Risk Management Specialist

Reports to: Manager, Quality and Risk Management

The *Quality and Risk Management Specialist* is responsible for applying a quality and risk management lens to a variety of issues related to midwifery, and collaborating with the Indigenous Midwifery and Health-Care Equity, Quality and Human Rights departments to ensure a racial justice and Indigenous sovereignty lens is applied to this risk management work.

Position Responsibilities

Shared Responsibilities

- Provides culturally safe service and employ humility when working collaboratively across the organization, particularly with the Indigenous Midwifery (IM) and Health-Care Equity, Quality and Human Rights (HEQHR) departments.
- Provide culturally sensitive service and employ humility when working collaboratively across the organization, particularly with the IM and HEQHR departments.
- Supports a workplace that is respectful and inclusive; and specifically, works to fulfil the expectations described in the AOM's Anti-Oppression, Diversity, Equity and Inclusion Policy
- Engages in organizational trainings and opportunities to promote cultural safety and positive work environments within and across teams
- Works collaboratively within and across teams to ensure high quality programs and services for members
- Provides support to other members of the staff team during periods of high workload
- Supports a workplace that is healthy and safe by engaging in health and safety activities and monitoring the workplace for and reporting hazards to physical and mental health
- Attends and participates in staff and team meetings

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- Develops an annual work plan with their manager or director, in the context of the AOM strategic plan
- Ensures coverage of AOM core programs/services during vacations/leaves of other staff
- Assists with AOM conference or conference-related work, as requested
- Contributes to content for communications or publications (this will include a variety of communication tools and strategies, such as web content, member emails and content for either member or public consumption) as requested
- Monitors and contributes updates the AOM web site as required
- Ensures all external communications comply with AOM Communications Standards
- Ensures appropriate level security of information stored within the AOM

Specific responsibilities

- Provides complex member support (via phone, email or in-person) with a high level of accuracy on a high-risk topics (e.g. actual or potential adverse outcomes, clients accepting high levels of risk, clients at risk, police interaction, legal compliance, conflicts) and employing anti-racist/anti-oppressive principles.
- Proactively identifies quality and risk management issues that exist in the broader community, within the context of the AOM mission and strategic plan, and develops recommendations to the Manager for AOM involvement in these issues.
- Provide project leadership on various departmental projects
- Consults with the Indigenous Midwifery and Health-Care Equity, Quality and Human Rights departments as needed to ensure a racial justice and Indigenous sovereignty lens is applied to AOM risk management projects undertaken by
- Participates as required or requested as a member of relevant committees, work groups, or task forces, providing support to the Manager, Director, Chair and members of the team
- Maintains a working relationship with other stakeholders and represents the AOM and actively contributes to external working groups and projects as assigned.
- Keeps abreast of key issues affecting the AOM, midwifery and health care in the province, nationally and internationally
- Develops expertise on particular individual portfolios that contribute to supporting collective knowledge within the Quality and Risk Management department

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- Undertakes research, provides summaries on key issues.
- Develops strategies to address priority quality or risk issues and prepares resources, templates and content for midwives
- Assists the management team with strategizing the positioning of AOM grant proposals, research papers and position papers to the government and stakeholders.
- Provides project management and change management support to quality and risk management related projects
- Assists the Manager and Director, Quality and Risk Management, in developing an annual plan for work groups/committees and ensures that deliverables are met.
- Provides member support (in person, by telephone, email, and other means) and develops materials to assist members with issues related to quality and risk management
- Uses judgement to escalate issues as appropriate
- Reviews and contributes to other departments' work, providing expert quality and risk management content
- Prepares presentations and other content for the AOM conference, Midwifery Education Programmes, live educational events, webinars and other venues
- Gives presentations on policy projects with a quality and risk management focus at Board meetings, regional meetings, conferences or other venues
- Supervises students undertaking placements in quality and risk management as required

Key Competencies

- Health Professional or Risk Manager Designation
- Master's degree in health, quality improvement or related field is an asset
- Ability to interpret and communicate quality and risk management in the context of a professional association of independently practicing midwives.
- Lived experience with racial and/or other human right-based inequity on both an individual and structural level; or knowledge of the impacts of systemic racism and human rights inequities in midwifery is an asset
- Strategic thinker
- Understanding of the concept of change management
- Exemplary research, written and oral communication skills
- Excellent analytical skills

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- Strong interest in quality improvement, risk management and equity in healthcare in an association environment
- Interest in infection prevention and control
- Experience with or knowledge of midwifery
- Able to work in a fast paced and challenging environment, managing multiple tasks, deadlines and demands
- Excellent initiative and the capacity to work in a self-directed manner
- Excellent interpersonal skills, including maturity, diplomacy, and ability to create positive and professional relationships with all stakeholders
- Able to communicate in a respectful, empathetic and non-judgmental manner, employing cultural humility and sensitivity
- Counselling skills are an asset
- Highly proficient in the MS Office suite

Salary range

Starting salary: \$68,303 - \$85,379, depending on qualifications

Application process

The Association of Ontario Midwives is committed to inclusive and accessible employment practices. We welcome and encourage applications from individuals who reflect the broad diversity of communities with which we work. The AOM welcomes applications from people with disabilities and as such if you require an accommodation to fully participate in our application or hiring processes, appropriate accommodations will be provided as required. Please contact Amanda.Amare@aom.on.ca regarding your request.

The AOM is a pro-choice organization, supporting reproductive choice and access to abortion care.

Resumes received will be held confidential, shared with the selection committee only, and be used only for the purposes of selection for this position.

Please submit cover letter and resume to Amanda.Amare@aom.on.ca by **Wednesday, October 6th, 2021**.

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