



## Position Description - Administrator, Quality and Risk Management (18-month contract – 0.8 FTE)

**Reports to:** Director, Quality and Risk Management (QRM)

The *Administrator – Quality and Risk Management* provides important coordination and administrative support to the AOM's QRM program and systems, in support of the AOM's quality and risk management (QRM) program

### **Position Responsibilities**

#### *Shared Responsibilities*

- Provide 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
- 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

*Operational Policy – Position Description – Program Administrator, QRM*

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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 for 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

#### *General Program Administration*

- Provides senior administrative support and coordination of activities to the Director, e.g. planning and preparing correspondence and reports; travel and accommodation requirements, expense reporting, proofreading, scheduling, formatting written material, photocopying, filing, etc.
- Provides support for administration of liability insurance coverage for midwives
- Proactively monitors and updates the AOM web site as assigned
- Coordinates website content and revisions with team and with communications staff
- Enhances member involvement in the Association by providing support to related Committees, Work Groups and Task Forces, and other meetings as required, specifically by scheduling meetings, preparing, collecting and distributing meeting materials, arranging for catering and technical equipment, operating virtual meeting software, taking and distributing minutes, collating member feedback on materials, and maintaining member lists and records.
- Orders, tracks and receives, and maintains program/department resource materials
- Assists staff and committee members in the preparation and registration for educational events
- Manage scheduling and coordinate travel arrangements, prepare travel expense forms for department staff
- Attends committee, work group, task force and member meetings in-person and / or via teleconference as required in order to keep knowledgeable and aware of key activities and to generate and distribute minutes and provide proactive assistance with follow-up; and tracks attendance for the purpose of processing stipends.
- Retrieves and organizes information, collates feedback and prepares files for upcoming

meeting

- Professionally responds to and / or redirects enquiries from members, stakeholders, providing resources and information about department specific programs.
- Processes invoices, keeps track of expenses for review with program manager
- Prepares reports, presentations and related material
- Organizes and packages department materials for external events and presentations
- Reviews and edits department resources for gender inclusive language, spelling or other errors and liaises with communications staff to request and finalize changes
- Assists with external reporting to funders as required
- Contributes to the development and refinement of department and program related procedures
- Under the direction of the Director or Manager, coordinates departmental human resources recruitment and orientation activities
- Coordinates team meetings
- Provides other administrative support to the department as assigned
- Supports other teams with administrative work during periods of exceptionally high workload or during temporary admin staff absences.
- Under the direction of the manager, designs, edits and disseminates surveys to support the department's data collection
- Administers the department's privacy requirements and record retention as directed by the respective AOM policies
- Provides back up for front desk coverage as needed

#### QRM specific responsibilities

- Under the direction of the manager, researches and drafts office management and/ or general risk management and/ or IPAC resources, knowledge translation tools, and web content for members and supports the development of such resources
- Develops, documents and implements processes for Risk Assessment Checklist (RAC) events, including schedule, budget, registration, participant expenses and stipends, event locations, agenda, member communications, data collection, theme identification and reporting.
- Coordinates 24/7 on-call coverage for the AOM On Call line, including sensitively prioritizing calls to AOM On Call representatives

- Develops and maintains protocols to ensure coverage and accessibility of AOM On Call representatives, including developing and documenting procedures, managing vendor contract
- Prepares reports on AOM On Call usage and coverage for payroll and bookkeeping
- Generates BORN data reports
- Performs other relevant tasks as assigned

### **Key Competencies**

- At least 5 years' experience working in a program administration position, preferably in an association setting
- Strong writing skills and the ability to clearly communicate complex issues
- Strong attention to detail
- Proven experience working in a team environment
- Able to manage multiple projects simultaneously and meet deadlines
- Highly proficient in MS Office (Word, Excel, PowerPoint, Outlook)
- Ability to display a high degree of discretion in dealing with confidential documents and information.
- Experience with website content management system, webinar platforms and work-tracking software
- Program development and implementation skills
- Outstanding initiative with the capacity to work in a self-directed manner demonstrating effective problem solving skills
- Excellent organization, planning and prioritization skills and the ability to apply good judgment necessary to coordinate many interdependent activities
- Strong interpersonal skills with ultimate goal of fostering a productive professional relationship with staff and stakeholders
- Experience with or knowledge of midwifery is an asset

### **Salary range**

Starting salary: \$34,406 – \$43,008, depending on qualifications for an 18-month contract at 0.8 FTE

## **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](mailto: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](mailto:Amanda.Amare@aom.on.ca) by **Friday, October 1st, 2021**.