



Position Description

Position:	Quality Assurance & Professional Practice Director
Reports To:	Registrar & CEO

This Position Description is a general description of the duties, purpose, responsibilities, and scope of a job, along with the title of the job, and the name or designation of the person to whom the employee reports. It is not an exhaustive list of all the duties, functions and tasks associated with the position. The Position Description is intended to be used in conjunction with the terms set out in the employment agreement, and the CMRITO policies regarding administration, human resources, and others that set out employees' responsibilities and accountabilities to the CMRITO, the Registrar & CEO, and other staff.

Scope of the Position

The Quality Assurance & Professional Practice Director is a key leadership role focused on administering and managing the operations of the Quality Assurance (QA) Program and professional practice advice in accordance with legislation, regulations, CMRITO policies, the strategic goals set by Council, and the operational plan of the Registrar & CEO.

In close collaboration with the Registrar & CEO, Deputy Registrar, General Counsel and other directors, provides leadership and direction, and makes executive level decisions on programs and activities to promote and support the strategic goals and objectives of the CMRITO. This includes contributing to the corporate strategic direction, operational plans and related implementation decisions.

The focus of this position is to lead and continuously improve CMRITO's QA Program by supporting the Quality Assurance Committee in developing and implementing QA Committee policies and processes.

This position also oversees professional practice activities which includes advising CMRITO registrants on practice issues relating to ethics, standards, and laws that affect medical radiation and imaging technologists, and providing education and information to help registrants and students improve their knowledge and understanding of the laws and standards.

This position description outlines the nature and level of work and results expected. It is not designed to provide an exhaustive list of activities, rather to outline the scope of the job and the expected results.

Key Responsibilities

Quality Assurance Program

1. Administer and manage the Quality Assurance (QA) Program and all related processes in accordance with regulatory requirements and established policies and procedures;
 - a. monitor QA declarations and follow up with registrants regarding any unexpected responses to the QA declarations
 - b. administer and monitor annual QA assessment programs
2. Oversee the preparation and scheduling of the QA Committee meetings in consultation with the Chair and Registrar and provide ongoing support of said committee
3. Act as a resource person and advisor for staff, registrants, other health care providers, the public and external agencies regarding the QA Program
4. Support registrants by responding to registrant inquiries regarding the QA Program
5. Represent CMRITO on external working groups relating to QA
6. Support the QA Committee in the development of QA Program policies and procedures in accordance with the governing legislation and the regulations
7. Continually evaluate work processes and program deliverables and explore opportunities for improving efficiencies through technology, elimination or altering of work processes and make recommendations to the Registrar and QA Committee. Work within records management principles and guidelines for recordkeeping.
8. Establish and maintain good working relationships with third party vendors and consultants

Professional Practice

1. Oversee the ongoing development and upkeep of the practice advice library
2. Respond to questions related to the practice of the profession from CMRITO registrants, stakeholders and the public
3. Represent CMRITO on external working and community groups relating to professional practice
4. Oversee and support advising, coaching and mentoring of registrants regarding the legislation, policies, guidelines, scope of practice and standards, to promote understanding and assist registrants to meet their professional obligations to practise safely, ethically and competently

5. Support and provide educational information sessions, presentations and resources as required
6. Participate in the consultation processes to update the Code of Ethics, Standards of Practice and other practice related guidelines, publications and presentations

Human Resources

1. Ensure the QA Program team members are qualified, competent, and engaged
2. Ensure that the team members understand their roles and accountabilities and receive regular feedback and coaching on their performance consistent with CMRITO human resource policies
3. Ensure the team have focused objectives to contribute efficiently and effectively to achieving organizational goals
4. Ensure that program deliverables, processes, and trends are monitored and analyzed to support continuous quality improvement
5. Ensure that the team understands, embraces, and complies with policies and procedures
6. Manage human resources related issues within the team

Customer Service

1. Build key relationships to facilitate success in the program area
2. Be readily accessible and responsive. When not available, the Director must ensure that an appropriate staff member is assigned to take appropriate messages
3. Ensure CMRITO customer service standards and processes are consistently met
4. Ensure the team is effective in managing or redirecting requests for assistance or concerns/complaints from registrants of the profession, the public, and others
5. Ensure other CMRITO programs receive support when required.

Registrant and External Relations

1. Represent CMRITO on external working groups, attend conferences and give presentations as required
2. Develop webinars as required
3. Travel to conferences and meetings as required

Information systems and technology

1. Ensure all QA Program team members have a good working knowledge of and are able to effectively use key CMRITO technologies as well as third party systems
2. Ensure that any knowledge /skill gaps are identified and addressed
3. Ensure that any information systems incidents related to the QA Program are closely monitored, triaged quickly and appropriate solutions are implemented
4. Ensure that external technical support services are utilized effectively, and collaborative working relationships are established with third party service providers

Operational Plan and Projects

1. Support achievement of the Strategic Plan of CMRITO through special projects
2. Support the Registrar & CEO in performing policy analysis related to internal and external initiatives and legislative changes
3. Oversee the application and maintenance of the Jurisprudence Legislation Learning package and quiz

Direct Reports

1. Quality Assurance & Professional Practice Manager
2. Quality Assurance Coordinator