

# Position Description – Performance & Quality Manager (RSVP)

## Position Description

<b>Position title</b>	<b>Performance &amp; Quality Manager</b>
<b>Location</b>	Remote - Canada
<b>Reports to</b>	Director Contract Administration
<b>Direct reports</b>	Performance and Quality & Learning and Development Teams
<b>External Stakeholders</b>	Lifemark Health Group, Veterans Affairs Canada
<b>Travel requirements</b>	Occasional travel may be required

## Position purpose

The Performance & Quality Manager brings data and service understanding together under a Performance Excellence Strategy to create a supportive quality culture. This role leads the Performance and Quality operations to ensure consistency and a standard approach across the Rehabilitation Services and Vocational Assistance program (RSVP). The Performance & Quality Manager manages the Performance and Quality Management Team and the Learning and Development Team, bringing together different disciplines (learning, performance management, and quality management) in one place for a coordinated approach to achieving both strong performance and high-quality delivery of rehabilitation services to communicate a clear vision of performance expectations.

## Success measures

<b>Customer/Community Collaborator Satisfaction</b>	<ul style="list-style-type: none"> <li>• Collaborates with internal and external stakeholders</li> <li>• Consistently represents WCG in a professional manner within program governance</li> </ul>
<b>Financial Performance</b>	<ul style="list-style-type: none"> <li>• Ensures the Performance &amp; Quality Management Team operates effectively and efficiently to meet contractual financial targets</li> </ul>
<b>People &amp; Team Satisfaction</b>	<ul style="list-style-type: none"> <li>• Manages and oversees the team's performance to achieve contractual targets and service standards</li> </ul>
<b>Operational Performance</b>	<ul style="list-style-type: none"> <li>• Monitor and evaluate organizational processes to maximize employee efficiency, effectiveness and productivity in support of enhanced program outcomes and contract performance</li> </ul>
<b>Program Outcomes</b>	<ul style="list-style-type: none"> <li>• Monitors the Quality Management and Performance Management Plans to support the achievement of optimal contract performance</li> </ul>
<b>WORK HEALTH AND SAFETY</b> For manager responsibilities, refer to the <a href="#">WCG Workplace Health and Safety Policy</a>	

### Core Responsibilities:

<b>Leadership &amp; Strategic Performance</b>	<ul style="list-style-type: none"> <li>• Maintain and update the Performance Management Plan, Quality Management Plan as required.</li> <li>• Provide leadership and direction to Performance &amp; Quality Specialists/Auditors, Learning &amp; Development Specialists, and LMS Administrators; supervise day-to-day activities and provide performance feedback.</li> <li>• Ensure high level understanding of RSVP contract requirements and any approved changes; educate and communicate requirements to program departments.</li> </ul>
<b>Quality &amp; Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Participate in scheduled meetings with the funder and present analysis of program performance and service delivery trends.</li> <li>• Maintain and update program quality controls, including measures, processes, system and reporting requirements per the contract and program changes.</li> <li>• Ongoing responsibility for monitoring and reporting on adherence to quality control processes.</li> <li>• Responsible for guiding quality assurance and quality improvement activities to identify causes for non-compliance with agreed controls, working with relevant operational and/or functional management teams.</li> </ul>
<b>Compliance / Audit</b>	<ul style="list-style-type: none"> <li>• Identify issues impacting contractual compliance and support the development of solutions.</li> <li>• Maintain the audit framework and processes to ensure business process consistency and compliance, service delivery requirements; summarize outcomes with recommended operational changes; assist operations with training and communication as required to implement changes.</li> <li>• Oversee scheduled quality assurance and reviews of all personnel to evaluate internal operations such as quality of reports and performance gaps.</li> </ul>
<b>Training</b>	<ul style="list-style-type: none"> <li>• Responsible for overseeing the development and delivery of program and role-specific training, and any ongoing training on program or policy changes.</li> <li>• Develop and maintain process maps, training resources and materials aligned with Standard Operating Procedures as requested.</li> </ul>
<i>Other duties as required, including going beyond the job description whenever necessary</i>	

### Capabilities and experience

- Advanced quantitative and analytical skills
- A minimum of five (5) cumulative years' experience related directly to the provision of quality assurance involving medical, psycho-social and/or vocational rehabilitation services data and statistics
- A minimum of three (3) years' experience in employee training development, adult education or related experience.
- At least five (5) years' experience leading teams preferably in a remote or geographically dispersed setting.
- Employment conditional on obtaining federal Reliability Status security clearance

### Preferred Criteria

- Hold a valid professional Canadian designation relevant to the audit field or its international equivalent
- Bilingual (English and French)

Position: <b>Performance &amp; Quality Manager</b>	Owner: <b>People and Culture</b>	Publish Date: <b>2025-07-22</b>	<b>Page 2 of 3</b>
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## WCG Leadership Behaviours

As a WCG leader it is expected that the role has ability to consistently display the following leadership capabilities.

<b>The Inspiring Leader</b>	<ul style="list-style-type: none"> <li>The inspiring leader is a true role model of WCG values.</li> <li>They set a vision and are able to zoom out to see the bigger picture, they are forward-thinking and constantly striving higher.</li> <li>They are passionate about the leadership role, they create the tone for their teams' behaviour through their communication style, energy and passion.</li> </ul>
<b>The Winning Leader</b>	<ul style="list-style-type: none"> <li>The Winning Leader sets, meets and strives to exceed KPIs despite obstacles.</li> <li>They are responsive and adaptable to differing situations, people and points of view.</li> <li>They are accountable to others to deliver results and look for growth opportunities.</li> </ul>
<b>The Authentic Leader</b>	<ul style="list-style-type: none"> <li>The authentic leader is confident, trustworthy, transparent and balanced.</li> <li>They are self-regulated matching behaviour to context, they are seen to be steady when times are turbulent.</li> <li>They act with integrity and fairness and demonstrate commitment to their team through lack of ego.</li> </ul>
<b>The Collaborative Leader</b>	<ul style="list-style-type: none"> <li>The collaborative leader builds consensus and alignment through applying strong listening skills, an optimistic attitude and empathy.</li> <li>They build and operate within high performing teams through their ability to coach and support others and are themselves keen learners.</li> <li>They empower others to make decisions in times of rapid change.</li> </ul>
<b>The Courageous Leader</b>	<ul style="list-style-type: none"> <li>They are aware of their impact on others, however can hold tough conversations and maintain strong relationships. They provide candid feedback and seek continuous feedback in return.</li> <li>They don't require hierarchy to deliver results, they invest in people and their relationships.</li> <li>The courageous leader demonstrates resilience when faced with challenges and guide their team with conviction.</li> </ul>



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WCG is strengthened by diversity. We are committed to achieving a workplace that is equitable and representative of Canada's diverse population. We actively work to attract, develop, and retain employees from diverse and equity-deserving backgrounds who have exceptional ability and the desire to make a difference. We continuously strive to support individual needs and differences in a work environment that is built on inclusivity and respect for everyone.

WCG is committed to providing an accessible, barrier free recruitment and selection process. If contacted for an employment opportunity, please advise us if you require accommodation in advance of any part of the recruitment and selection process.