Director of Quality & Risk Management

Job post summary

Date posted: August 26, 2026

Closing Date: September 16, 2026

Pay: CA$115,000.00 - CA$135,000.00 per year

Job description:

Join a team where compassion drives care, integrity builds trust, and selflessness shapes every resident experience.

The Director of Quality and Risk Management is a strategic leadership position focused on advancing a culture of quality, safety, accountability and continuous learning. This role monitors system-level performance through quality improvement, risk management, and regulatory compliance, as well as clinical and service excellence. By utilizing evidence-informed data, the Director collaborates with home leaders to optimize processes, elevate resident experiences, and champion inspection readiness and organizational learning.

Key Responsibilities

- Lead the Home's quality improvement, resident safety, risk management, and education programs to support exceptional resident outcomes and continuous improvement.
- Partner with leaders across the organization to develop, implement, and evaluate quality initiatives, clinical program reviews, performance indicators, and action plans.
- Monitor and analyze quality, clinical, operational, and resident experience data to identify trends, mitigate risks, and drive evidence-informed decision making.
- Provide oversight of incident management, complaints, critical event investigations, audits, and regulatory compliance activities.
- Champion a culture of safety, accountability, learning, and continuous quality improvement throughout the organization.
- Lead quality reporting processes, including the Quality Improvement Plan (QIP), regulatory reporting, performance scorecards, and committee reporting.
- Support interRAI LTCF data accuracy, quality monitoring, benchmarking, and performance improvement initiatives.

- Develop and deliver education, training, and coaching programs that strengthen staff knowledge in quality improvement, resident safety, risk management, and regulatory compliance.
- Collaborate with operational leaders to build staff capacity, improve organizational performance, and enhance the resident and family experience.

Qualifications

- Regulated health professional in good standing (RN preferred) or equivalent experience in healthcare quality and risk.
- Bachelor's degree required; Master's degree preferred.
- 5+ years of clinical nursing experience with at least 2 to 3 years in a management or supervisory role.
- Experience in Ontario long-term care, hospital, or community healthcare settings.
- Knowledge of quality improvement, risk management, and regulatory compliance.
- Familiarity with the Fixing Long-Term Care Act, compliance inspections, and accreditation standards.
- Deep knowledge of long-term care regulations, geriatrics, electronic health records, and interRAI LTCF requirements.
- Experience with data analysis, audits, report development and performance measurement (RAI-LTCF experience an asset).
- Education or certification in quality improvement methodologies (e.g., Lean, IHI, IDEAS) is an asset.
- Strong leadership, communication, and analytical skills.
- Successfully pass a Vulnerable Sector Check and/or Criminal Record Check applicable to the appropriate province.
- Proven track record of implementing quality improvement initiatives and achieving positive resident outcomes.
- Proficiency with electronic health records (EHR) systems and related technology.

Benefits:

- Company pension

- Employee assistance program
- On-site parking

Work Location: In person