

Job Posting #2025-105
Internal/External Posting
Posting Date: Nov. 28, 2025
Closing Date: Dec. 12, 2025
Union: Exempt

Quality Assurance Consultant
Permanent Full-Time 1.0 EFT (40 Hours Per Week)

Klinik Community Health is a pro-choice community health center that provides a full range of health-related services from medical care to counselling and crisis services to wellness and education services. We have an exciting leadership opportunity for you to join our dynamic team as the Manager, Systems & Support. In this position you will play an integral role in helping us realize our vision of engaged and healthy communities.

Rooted in social justice values, we believe that everyone deserves quality care, support and respect. We recognize that there are diverse needs and experiences for people who are most impacted by discrimination and oppression, and are committed to providing safe, quality, holistic, person-centred care. Relationships with our colleagues, clients and communities is at the heart of what we do. We value diversity and promote equity, inclusion and accessibility, and strive to ensure our organization and work reflects and honours the communities we serve. On our path towards Truth and Reconciliation, we work towards decolonizing systems and practices with cultural humility.

POSITION SUMMARY

Reporting to the Crisis Program Manager, the Quality Assurance Consultant is responsible for developing, implementing and monitoring the quality assurance processes, practices, and initiatives that support the work of Klinik's Crisis Program. Through this work, the Quality Assurance Consultant provides guidance and direction for the crisis program to ensure that crisis line callers experience exceptional service delivery, and that program and accreditation standards and requirements are consistently met. Additionally, the incumbent will be responsible for continual research and review of leading practice standards for crisis response program delivery models and incorporating and upholding the Klinik site in adherence. Together with the training coordinator, this position informs crisis training and education for new crisis program volunteers and staff, including ongoing and refresher trainings for current staff and volunteers. Services are delivered through an empowerment based, trauma-informed lens, and within the broader context of the social determinants of health. This role also provides information and support to the Manager, Operational Crisis Support Services.

The Quality Assurance Consultant is responsible for working collaboratively with peers and promoting positive working relationships with other Klinik programs.

Key Responsibilities include:

- Developing and maintaining strong working relationships with internal and external partners
- Reporting to leadership on key performance indicators
- Completes periodic call monitoring and iCarol audits in collaboration with the Clinical Supervisor to ensure compliance with clinical and procedural standards
- Compile and provide data to support the development of statistical reports, including quantitative, qualitative, and mixed methods
- Draft report narratives to be included in program, funder, and annual reports
- Working with stakeholders including local service delivery partners, 988 Canada, other crisis/distress centers in Canada and elsewhere, to develop, coordinate, implement and monitor quality improvement processes and initiatives aligned with Klinik's strategic and operating plans and values
- Monitors and performs audits of iCarol, Genesys Cloud and other Crisis Program software platforms to ensure required data entry is being performed correctly, enabling accurate statistical reporting. Advises staff and follows up on error correction and resolution with Crisis Program Clinical Supervisors, program coordinators, or on-site administration as required
- Responsible for the development, implementation, management, evaluation and identification of improvement opportunities for program standards and procedures
- Monitor and measure quality improvement initiatives to identify successes and potential problem areas requiring attention
- Participate in strategic planning activities specific to quality and accreditation and ensure the ongoing maintenance of associated plans and documentation

Education and Experience:

- A degree in a human service-related discipline such as social work, psychology, sociology, nursing, or education is required. Master's degree preferred
- Demonstrated education/training in change management preferred
- Experience developing and implementing audit processes, procedures and tools, including auditing computer access
- Experience reviewing confidential information an asset
- Experience in coaching and leading teams an asset
- 2 years of experience working in a crisis or clinical service environment required
- 2 years of experience supporting organizational change initiatives
- 2 years of experience applying standardized processes related to quality improvement and accreditation processes preferred
- Experience working with provincial and/or national accreditation programs an asset

Please note that an equivalent combination of education and experience may be considered. Applicants are required to explain in their cover letter how their education and experience meet the required qualifications.



You can view the full position description [here](#).

START DATE: Date of Hire

HOURS OF WORK: Monday to Friday, scheduling flexibility may be required including evening, night and weekend work

SALARY RANGE: \$91,000.00 to \$118,000.00 annually

PLEASE EMAIL RESUME AND COVER LETTER BY: to jobs@klinik.mb.ca and reference Job Posting #2025-105 in your email subject line.

Klinik is committed to working towards having a more equitable and diverse workforce at all levels of our organization. We welcome and encourage persons who reflect the diversity of the communities we serve to apply, those who identify as Indigenous, Black, Persons of Colour, 2SLGBTQQIA+, and/or those living with disabilities. Applicants are invited to self-declare in their cover letter.

Accommodations are available upon request during the assessment and selection process. Applicants are asked to please self-declare in their cover letter.

Thank you for your interest. Only candidates selected for an interview will be contacted.