



Quality Assurance Program Manager/ Registrar

Reporting to the Executive Director, the Quality Assurance Program Manager/Registrar provides regulatory oversight and implements quality assurance programs such as continuing competence, independent practice, and registration requirements for nursing.

This position is responsible to implement the direction and decisions of the NANB Board of Directors in accordance with legislation, regulations, and operational policies.

The candidate gathers, anticipates and interprets technical requirements for the New Brunswick registered nurse database including: continued competence; independent practice; and existing registration renewal requirements. This includes: investigating opportunities to improve business processes and registrant experience; troubleshooting basic software usage and functionality issues for internal and external stakeholders; and assisting in the design, delivery and improvement of solutions. Additionally, the candidate leads in recording, analysing, improving, developing, and mapping processes.

Key Responsibilities

Quality Assurance/ Registrar Process Management

- In collaboration with the NANB Leadership Team, develops rubrics and criteria to guide review processes.
- Develops, manages and reports on membership practice audits.
- Educates registrants/former registrants/applicants on practice and registration requirements.
- Critically analyses multi-source feedback reports.
- Develops reports that are relevant, comprehensive, fair, and neutral regarding registrant's compliance.
- Monitors and manages registrant's compliance with decisions of the Professional Conduct Review (PCR) Committees.
- Manages nursing practice audit referrals as required, providing registrant support and guidance, if necessary.

Data Review, Planning & Implementation

1. Leads the mapping of processes using selected software to record and develop processes.
2. Creates and deploys feedback mechanisms for end users; analyses results; makes recommendations to support process revisions and policy development.

3. Evaluates documented resolutions and analyses trends for solutions to prevent ongoing issues.
4. Coordinates with Leadership Team to assess employee training needs and objectives.

Professional Contributions

1. Works collaboratively with nursing practice and regulatory team members to ensure policies are current and support processes.
2. Maintains records/documentation according to database requirements and legislation pertaining to nursing.
3. Collects and maintains information for the Association's annual report.
4. Provides presentations to staff, members, stakeholders and the public upon request.
5. Liaises with counterparts and other regulatory organizations.
6. Contributes to website information.
7. Assists with planning and achieving the work of the registration and regulatory teams.
8. Other duties as assigned.

Complexity

Work can be complex and requires a high degree of prioritization and communication.

Education & Experience

- 5 – 7 years nursing and/or administration/business experience;
- Demonstrated experience with successful change management;
- Demonstrated analytical, problem-solving, decision-making skills;
- Demonstrated proficiency in concepts and application of quality assurance and continuous quality improvement;
- Experience in supervision of employees; sound team leadership skills and management competencies;
- Proficiency in basic computer software/programs utilized in office settings;
- Familiarity with process mapping software;
- Previous experience in maintaining, accessing information and creating reports from databases;
- Familiarity with health care, specifically registered nurse and nurse practitioner practice would be an asset; and
- Verbal competency in both official languages would be considered an advantage.

NANB offers a competitive salary and benefits. This position is located at the NANB headquarters in Fredericton.

Please send your resume on or before November 9, 2018 to Shelly Rickard, Director of Corporate Services. You must demonstrate on your application, how, when, and where you acquired the qualifications required for this position.

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