



Lynwood Charlton Centre

Manager, Quality Improvement & Evaluation

“Strengthen, Invest and Build”

“By leading with collaboration, innovation, and advocacy, Lynwood Charlton Centre ensures that Hamilton’s children, youth, and families receive the mental health care they need, when and where they need it.”¹

Lynwood Charlton Centre (“LCC” or “the Centre”) seeks a strategic and innovative leader for the role of **Manager, Quality Improvement & Evaluation (“Manager”)**. This role offers an exceptional opportunity to be a part of the revitalization, expansion, and evolution of innovative child and youth mental health services.

ABOUT LCC

LCC is a publicly funded charitable organization in the City of Hamilton which provides a spectrum of innovative and evidence-based, mental health services. We provide residential, day treatment, and community-based services including in-home and school-based programs to children, youth, and families within the community.

Fully accredited by the Canadian Centre for Accreditation, LCC is the Lead Agency for the Hamilton service area for Moving on Mental Health. This is a Ministry initiated plan to transform the experiences of children, youth and families dealing with mental health issues, and strengthen the community-based system for delivering mental health services to them. Through our Lead Agency role, we work to coordinate services, advocate for system improvements, and foster collaboration across various sectors. We work in close partnership with child and youth mental health providers, broader community allies—including child welfare, health networks, and education boards—and those with lived experiences to drive lasting change.

LCC is currently looking for a **Manager, Quality Improvement & Evaluation** to join the team.

ROLE OVERVIEW

Reporting to the Director of Community Based Services and accountable to support the development of plans in collaboration with the Senior Clinical Team, the Manager is responsible to provide direction and assume responsibility for the development and reporting of quality improvement and evaluation processes at the Centre, and within the Service Area.

MAIN DUTIES AND RESPONSIBILITIES

Centre Programs and Practices Responsibilities Include:

- Oversee the development and reporting of quality improvement and evaluation processes.
- Contributes to and provides effective leadership for continuous quality improvement throughout all agency programs.
- Supports the completeness and integrity of feedback and outcome data internally to the Centre.
- Provides consultation to Centre management and staff regarding the interpretation of data and quality improvement information.
- Works with the appropriate employees and/or contractors to review client-related database design changes and assess impact of changes on data collection.

¹ LCC Strategic & Operational Plan 2025 - 2029



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- Oversees and monitors relevant research initiatives

Lead Agency Responsibilities Include:

- Supports ongoing plans to improve data quality at a service area level, including working collaboratively to support community partner agencies.
- Collects, analyses and reports on available service area data.

Reporting Responsibilities Include:

- Provides comprehensive and timely reports, including recommendations, to assist with monitoring and decision-making processes for improving clinical services at the Centre, as well as the service system.

Community Linkages Responsibilities Include:

- Represents the agency with regard to quality improvement and evaluation work locally and more broadly as required, developing and maintaining community linkages that promote the interests and direction of the Centre.

Administrative Duties Include:

- Participates as a member of the Management and Program Management teams, and participates with Senior Management as requested.
- Regularly meets with the Director of System Planning for supervision, and with the Senior Clinical team for planning.
- Assumes additional duties as required.

ABOUT YOU

As the ideal candidate, you bring 3+ years of progressive management experience in a relevant sector, with a solid understanding of child and youth mental health and broader health and social services systems in Ontario. You have strong people management skills, the experience, and demonstrated ability to build a strong team. Master's Degree in a related field.

You have applied knowledge of quality improvement and evaluation processes:

- Experience with data collection, analysis and reporting
- Experience with databases and data management processes, including collection, monitoring, and audit protocols that ensure data
- Understanding and knowledge of clinical work with children, youth and families within a community-based setting.
- An advanced knowledge of quality improvement and evaluation processes, at the program, organizational and system level.



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WHAT WE OFFER

- The target hiring salary for this role is \$70,000, with an attractive benefits package including a pension plan and comprehensive group benefits plan inclusive of vision, dental and disability coverage.
- Generous paid time off policies, including wellness days.
- Onsite free parking, business casual dress and a highly motivated, collaborative team of co-workers who share a clear and committed vision for LCC.

LOCATION

LCC has offices in the Greater Hamilton Area, Ontario. Its head office is located at 526 Upper Paradise Road, Hamilton, ON L9C 5E3.

PURSUIT ADVISORY PARTNERS CONTACT

To apply for the position, please email your resume to: LynwoodQuality@pursuitadvisory.com

Applications will be accepted until the position is filled.

Lynwood Charlton Centre is an equal opportunity employer. We benefit from diversity of lived experiences in the workplace and encourage applications from qualified candidates who reflect the diversity of the communities we serve. LCC is an organization committed to improving access for women and/or non-binary people and other equity-deserving groups, including those identifying as: racialized, Black, and/or people of colour, people with disabilities (including invisible and episodic disabilities), 2SLGBTQ+ and/or gender and sexually diverse individuals, and Aboriginal and/or Indigenous Peoples to increase the representation and inclusion of diverse groups within their workplace.

Please let us know if you require accommodation during any aspect of the recruitment process and we will work with you to address your needs.