



Lynwood Charlton Centre

Director of Quality, Evaluation, and Compliance

“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 **Director of Quality, Evaluation, and Compliance**. 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 **Director of Quality, Evaluation, and Compliance** to join the team.

ROLE OVERVIEW

The Director of Quality, Evaluation, and Compliance (DQEC) is a strategic leader at Lynwood Charlton Centre (LCC), responsible for developing and overseeing quality assurance processes, evaluation strategies, internal training programs, and regulatory compliance across the organization. As a member of the Leadership Team, the DQEC ensures that all programs meet or exceed provincial standards, funding requirements, and internal goals while fostering a culture of accountability, learning, and continuous improvement.

This role is central to the development and evaluation of mental health programs for children, youth, and families, ensuring data-informed decision-making, compliance with legislation, and alignment with best practices in the sector. The DQEC also supervises the agency’s internship program and leads staff training initiatives.

Key Responsibilities

1. Quality Assurance and Compliance

- Develop and maintain agency-wide quality assurance systems that promote excellence, equity, and client-centered care.

¹ LCC Strategic & Operational Plan 2025 - 2029



Lynwood Charlton Centre

Director of Quality, Evaluation, and Compliance

- Ensure adherence to local and provincial regulations, accreditation standards, and ethical requirements in service delivery.
- Lead the creation, revision, and implementation of policies and procedures related to program compliance.
- Lead the development, implementation, and monitoring of comprehensive quality assurance frameworks across all programs and services.
- Provides coaching, training, and ongoing support to program managers to ensure complete understanding of data required for program outcomes and quality implementation, including orientation of all new employees to their responsibilities concerning the data collection system and procedures.
- Establish continuous quality improvement (CQI) cycles using evidence-based tools to track progress toward organizational and clinical goals.
- Develop and monitor key quality indicators that reflect client experience, clinical outcomes, and service effectiveness.
- Partner with program leadership to review service data, identify performance trends, and implement improvement strategies.
- Lead the implementation and sustainability of measurement-based care practices across LCC programs, ensuring that standardized tools are used to assess clinical progress and inform treatment planning.
- Identify appropriate client-reported outcome measures (CROMs) and clinician-administered tools for each program area.
- Train staff in the effective administration, interpretation, and application of outcome measures within clinical workflows.
- Integrate outcome measurement into EHR systems to ensure timely access, tracking, and use of client progress data.
- Use MBC findings to enhance clinical decision-making, support supervision, and contribute to broader evaluation and reporting efforts.

2. Program Evaluation and Outcome Measurement

- In collaboration with the Leadership Team, establish evaluation needs and cadence across LCC programs in line with strategic priorities and reporting obligations.
- Design and implement robust evaluation protocols that include both quantitative and qualitative methods (e.g., EHR data, surveys, interviews, focus groups).
- Participates in the development of innovative program delivery approaches as assigned, as well as develops and/or assists in the development of implementation plans and strategies as they relate to trends in a given topic area.
- Use Electronic Health Records and other data systems to extract, analyze, and interpret outcome data.
- Disaggregate data to assess program effectiveness and understand client demographics, service impacts, and equity-related outcomes.
- Engage in community-based evaluation aligned with LCC's strategic direction to assess client needs and barriers to care.
- Provide leadership in developing and maintaining a Client Service Dashboard to share findings with the Board, staff, and invested parties.
- Translate evaluation findings into actionable insights to drive service enhancement and system-level improvements.

3. Training and Development

- In collaboration with the Leadership Team, plan and coordinate internal training opportunities, including quarterly cultural responsiveness training and the annual staff training week.



Lynwood Charlton Centre

Director of Quality, Evaluation, and Compliance

- Oversee professional development programs, lead
- Begin development of a suite of training programs, with support from the Leadership Team and Board of Directors, to enhance internal capacity and contribute to sector learning.
- Coordinate external training opportunities for the broader community, including schools, health agencies, and social service organizations.

4. Research Leadership

- Collaborate with the Leadership Team to identify and prioritize annual research initiatives aligned with LCC's mission and goals.
- Develop partnerships with academic and community research collaborators.
- Support grant writing and funding strategies related to research and evaluation.
- Lead dissemination of research findings internally and externally, ensuring alignment with organizational learning and transparency priorities.

ABOUT YOU

Qualifications and Competencies

Education

- Master's Degree in a relevant field (e.g., Social Work, Psychology, Public Health, Health Administration, Program Evaluation). Master of Science in Health Quality (MSCHQ) – allied health professionals i.e. occupational therapists, physiotherapists, nursing

Experience

- Minimum five (5) years of progressive leadership experience in quality assurance, compliance, evaluation, or training in a health or mental health setting.
- Demonstrated experience in designing and implementing evaluation strategies.
- Experience managing interns or training programs, preferably in a clinical or social service context.
- Knowledge of children and youth mental health service delivery and trauma-informed, culturally responsive practice.

Skills

- Strong knowledge of evaluation methodologies, data analysis, and reporting tools (e.g., Power BI, Excel, SPSS, EHR systems).
- Exceptional organizational, project management, and strategic planning skills.
- Strong communication skills, both written and oral, tailored to various audiences (Board, staff, partners, clients).
- Demonstrated ability to lead collaboratively, promote learning cultures, and engage community and academic partners.
- Deep commitment to equity, inclusion, and ethical practice.

WHAT WE OFFER

- The target hiring salary for this role is \$90,000, 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



Lynwood Charlton Centre Director of Quality, Evaluation, and Compliance

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.