



**Role: Quality Coordinator – Permanent Full-time**

**Reports to: Senior Director of Operations**

**Weekly Hours: 37.5 Hours per week**

**Non-Union Position**

**Posted: June 18, 2026**

**Closes: June 28, 2026**

**Posting Number: JUNE182026**

**Salary: \$60,000.00**

**Interested Applicants please submit your resume and cover letter to [HR@shalomvillage.ca](mailto:HR@shalomvillage.ca) until position is filled.**

### **Quality Coordinator**

Reporting to the Senior Director of Operations, the Quality Coordinator works collaboratively with the LTC Operations leadership team, and employees at Shalom Village. Responsible for developing, implementing, and overseeing quality improvement initiatives that enhance the overall effectiveness of care, services and quality of life. Coordinating the overall Quality and Risk Management Program, supporting accreditation activities and fostering a culture of continuous improvement, supporting the Policy review and Policy framework. The ideal candidate will have a strong background in quality and process improvement, and a passion for delivering high-quality care to seniors with a focus and emphasis on safety and improved health outcomes. The candidate will possess exceptional analytical skills, a keen eye for detail, and the ability to collaborate seamlessly across departments.

At Shalom Village, we offer a supportive work environment, competitive compensation, and opportunities for professional growth and development. This is an exciting opportunity for a dedicated individual who is passionate about making a positive impact on the lives of seniors and their families. If you are ready to join a team that is committed to providing exceptional care and services to our community, we encourage you to apply to this exciting opportunity.

#### **Responsibilities:**

Key responsibilities include, but are not limited to:

- Support the improvement of organizational structures, processes, systems, policies, strategy, culture and organizational effectiveness using project management, quality improvement and organizational development best practices.
- Participates in the homes quality committees and assist in the completion of the quality projects and evaluates the effectiveness of all quality programs.
- Provide project oversight to support the development and implementation of strategic and operational initiatives.
- Attend various quality committee meetings relating to quality of care and services as indicated in the Fixing Long Term Care Homes Act.
- Administer the policy and procedure development, implementation and education of organizational policies and procedures, in conjunction with the interdisciplinary team.
- Support and coordinate research activities within the organization.
- Promote an environment that encourages and supports change using change leadership theory.
- Maintain quality and risk dashboards with key indicators for the organization in consultation with leadership.

- Uphold Mission, Vision and Values of the organization.
- Performs other duties as assigned.

**Qualifications:**

The successful applicant will possess the following qualifications:

- Bachelor's degree or equivalent in business, health profession or related discipline.
- Understanding of long-term care and community-based support services (preferred).
- Three (3) years experience in quality improvement/project management and/or change leadership experience in health care. Other industries will also be considered.
- Knowledge of Change Management, LEAN, Quality Improvement & project management principles (preferred).

The successful applicant will possess the following skills and expertise:

- Knowledge of performance measurement methods and statistical analysis.
- Experience using a research-oriented approach to collect, analyze, and interpret data with demonstrated ability to identify and present data-driven insights and trends.
- Strong competency in Microsoft 365 suite, particularly Excel.
- Highly effective leadership, interpersonal, oral and written communication skills combined with excellent organizational, critical thinking and problem-solving skills.
- Attention to detail and proven prioritization skills with the ability to manage multiple concurrent assignments.
- Demonstrated experience in leading change and project management methodologies.
- Strong facilitation skills.
- Collaborative team player with strong influencing skills who easily builds effective working relationships both internally and externally with all levels to move initiatives forward.
- A clear commitment to equity, diversity, inclusion, anti-racism and antisemitism.
- Lead by example with respect to resident, client, caregiver and staff quality, safety, and compassion
- Ability to train, coach and mentor across all levels of the organization.
- Proven ability to work independently and collaborate with members of an interdisciplinary team.
- Demonstrated knowledge of and commitment to the principles of person-centered care.
- Demonstrated knowledge of the *Fixing Long Term Care Homes Act* and Regulations, along with other LTC regulatory and governing bodies.
- Flexibility, resilience and adaptability to changing needs and demands of the program and organization.
- Promotes a culture of philanthropy.

**Requirements:**

- Eligibility for Employment - All employees (new hires) must be legally entitled to work in Canada and in the Province of Ontario, in accordance with the Immigration and Refugee Protection Act (Canada) and the Employment Standards Act, 2000 (Ontario). Proof of eligibility to work may be required as a condition of employment.
- Vulnerable Sector Check (VSC) – all new employees are required to provide a Vulnerable Sector Check (VSC) completed within the last six (6) months of the hire date
- Tuberculosis (TB) Testing – all new employees must have either a two-step TB Skin test or Chest X-ray completed within the last six (6) months before they begin working

## **ABOUT SHALOM VILLAGE:**

Shalom Village is a non-profit campus of care that specializes in the health and wellbeing of Hamilton area seniors. We provide an unwavering commitment to making every day the best day possible for the seniors who depend on Shalom Village services and programs.

Through their dedication, training and commitment to seniors, our team members transform the lives of older adults through a variety of programs and services, including long-term care, senior living apartments, fitness, community wellness and social programs.

Our long-term care services provide a homey environment and programs for frail seniors, while our assisted living apartments are perfect for more active seniors. Our fitness and community programs support local seniors living at home, while also providing them with the opportunity to socialize with their peers, learn new skills, and stay healthy and fit. ***Shalom Village is here to help create moments that matter for every senior!***

**\*\*Founded by the Jewish Community, for the benefit of all seniors throughout the Hamilton Region, our Jewish values and traditions ensure that all residents & participants, benefit from the respect, compassion, and dignity inherent in the Jewish faith. We welcome and celebrate individuals from all backgrounds, faiths and cultures.**

## **MISSION, VISION & VALUES**

**Our Vision:** Honouring our Fathers and our Mothers

**Our Mission:** To provide opportunities for the continuity of life interests, values, and relationships for those who need supportive housing, long term care, convalescent care, adult day services and specialized fitness facilities within the context of Jewish Values and Kashruth. We want all those who need our services to feel AT HOME.

**Our Values:** At Shalom Village we use the acronym AT HOME to provide a clear link between our vision, mission, values, and most importantly how these guiding principles are brought to life for all our stakeholders.

- **Acknowledge:** We will listen to each other and commit to being approachable, trustworthy, and helpful while valuing each person's contributions, perspectives and differences.
- **Together:** We will support each other and believe that together we can achieve anything.
- **Home:** We will create a feeling of comfort, trust, familiarity, and safety that honours Jewish Values and brings about each individual person's feeling of being at home.
- **Organization:** We will strive for learning, innovation, accountability, transparency, and excellence.
- **Memories:** We will share memories and create new ones through relationships, sharing, and celebrations.
- **Enablement:** We will empower, encourage, and focus on each other's strengths to make possibilities possible and accomplish our goals.

As a charity that depends on donor support, Shalom Village Staff play a vital role in our ability to deliver the lifesaving programs that benefit Shalom Village residents and participants. It is crucial that staff members believe-in the power of philanthropy to bring people together to support the hundreds of seniors, and family members whose lives we impact every day. Our staff members are important ambassadors, donors, and members of the Shalom Village Family. We encourage all staff to join us as we harness the power of philanthropy to help us build a thriving community for our seniors, our families, and our staff.

***\*\*Although we value candidates who possess the full range of qualifications listed, we encourage individuals who believe they meet most of the criteria to apply. We recognize that diverse experiences and perspectives enrich our team and contribute to our collective success.\*\****

*Shalom Village is committed to diversity and inclusivity. We are excited to hire people whose skills, attitude, and abilities contribute to the success of the organization and who reflect the values of our community.*

*\*\*Shalom Village recognizes that the right fit for a position is more than just a list of criteria. If you believe you may be a good candidate, but you don't meet all the criteria, please apply, and tell us why you're a great fit in your cover letter. You may be just the person we are looking for.*

*Positions that are posted on any of the online job sites, such as Indeed, LinkedIn, etc. Parts of our hiring process use AI to summarize candidate information and improve efficiency. Based on those results, applicants will be manually reviewed by the HR and/or the hiring manager. A human reviews all applications and makes final decisions.*