

Manager, Research, Quality and Safety (Temporary, Full Time)

Victoria Hospice Society

At Victoria Hospice, our mission is to enhance the quality of life for those facing life-limiting illness, death and bereavement through patient and family centered care, education, research and advocacy.

Description:

Reporting to and under the direction of the Clinical Director, In-Patient Unit and PRT, and as a core member of the leadership team, the Manager, Research, Quality & Safety facilitates excellence in hospice palliative care across all Victoria Hospice (VH) programs through quality standards, quality improvement, performance monitoring, and research. The Manager ensures there is a plan and framework for quality, safety and research including a strategic focus, funding, and partnerships, including academic and patient/family partners. Leading research projects and supporting others in both research and quality improvement is a key accountability of this position. This role is also responsible for organizational performance reporting internally and externally, establishing metrics, monitoring trends, and ensure quality data for operational and analytical uses within the organization.

What you'll do:

Leadership

- Participates in ongoing strategic planning for the portfolio to ensure fully integrated, high quality, and cost effective service is provided that is consistent with evidence-based best practices
- Provides input into development and application of VH policies, standards, goals, and objectives
- Ensures integration of the department into all relevant areas of the organization
- Leads development and monitoring of departmental work plan
- Identifies departmental resource priorities and provides input into annual budget
- Implements, manages and assumes responsibility for approved operating budgets taking corrective actions as necessary
- Responsible for personnel management including recruitment, regular performance reviews, professional development, leave management, succession planning, work performance and dismissal
- Ensures compliance with employment standards, collective agreements and employment legislation including human rights, workplace safety and health
- Evaluates performance of portfolio against operational and strategic plans

Quality Standards

- Lead organization in activities related to Accreditation; including staff and volunteer engagement, education, tracking and monitoring progress, reporting and liaising with Accreditation Canada
- Ensure organization is current on legislation and standards relating to safe, quality care
- Chairs VH Quality & Safety Committee and prepare reports to the board Health Quality Committee

Quality Improvement

- Identify improvement opportunities and drive the development of practice, operational supports, and communication strategies
- Collaborate with other departments and teams to ensure quality concerns and deficiencies are addressed, and considerations are integrated into processes and services
- Create a culture of quality improvement at VH through leadership, education, and communication
- Develop and implement policies and procedures as it pertains to quality and safety
- Lead and support quality improvement initiatives with rapid improvement cycles, process improvement strategies and change management
- Monitor and report on quality improvement initiatives

Performance Measurement & Reporting

- Lead the development and reporting of key performance indicators and metrics to monitor quality of care and safety
- Establish and maintain data systems and data quality processes
- Implement measures to ensure data integrity related to access, storage, and privacy
- Ensure that systems are in place to collect and analyze service delivery and provides input into enhancements, including but not limited to data on nursing, counselling, bereavement, volunteer program services, acuity and workload systems

Research

- Provide consultation, guidance, leadership and support for research activities through the full project lifecycle including project design, methodology, measurement, data analysis, and ethics
- Build and maintain internal and external partnerships to enhance research capacity at VH, by attracting students, researchers, and creating internal opportunities for VH staff and physicians
- Monitor and evaluate emerging issues in the Hospice Palliative Care field in order to identify and assess opportunities for application in VH
- Work with clinical leadership to identify and address practice issues through an evidence- based approach, whether using current research findings, or initiating a research study to explore best practice
- Consults and collaborates with VH and other leaders to develop a focus for research at VH that facilitates leading-edge research related to the vision and strategic priorities of VH
- Chairs VH Ethics and Research Committee and participates in other working groups to facilitate strategic planning, partnership development, communication and ethical decision-making
- Monitor and evaluates the organization compliance with the application of fundamental ethical principles for research activities
- Organize, manage, and maintain intellectual property of the organization including publications, tools, copyrighted material
- Build capacity through knowledge exchange and knowledge translation activities

Patient and Family Engagement

- Lead activities to involve patients and their families in organization decision-making process, ensuring their needs and preferences are considered.
- Develops processes, procedures, and tools to promote participation of patients and families
- Identifies barriers and facilitators for patient and family engagement in the organization and action recommendations to create a patient-centered environment.

Other Duties

- As assigned

What you'll bring:

- Master's Degree in health or related field
- Five to seven years relevant experience
- Experience leading and managing a team
- Previous experience in the management of academic research, quality improvement or healthcare preferred
- The successful completion of one large research or quality improvement project

What we're looking for:

- Ability to establish and maintain cooperative relationships with internal stakeholders and strategic partners
- Effective leadership, management and supervisory skills
- Ability to coordinate and prioritize multiple and simultaneous projects
- Highly developed interpersonal, verbal and written communication skills
- Highly developed ability to conceptualize, conduct quality improvement, and research activities
- Demonstrated ability to critically analyze and synthesize statistical data
- Ability to work with large databases
- Ability to implement a framework that integrates quality improvement and research, and transfers knowledge and skills in an applicable way
- Understanding of patient-centred approaches to care delivery, including cultural safety, trauma-informed care, and harm reduction.

Additional Details:

This is a temporary (14 month), full-time position of 37.5 hours per week (1.0 FTE) Monday to Friday. Some evening or weekend hours may be required.

The salary range is \$78,150 - \$97,687, with paid vacation, as well as a defined benefit and pension plan. This is an on-site position with the option to work from home on occasion.

Application process: Please submit a cover letter with your resume to Careers@victoriahospice.org by Monday June 1, 2026 at 9 am Pacific Time.