

## Quality and Data Management Coordinator (40 hours/week, Permanent)

### Who We are:

Langs is a grass-roots neighbourhood-based organization that has become so much more! Langs was established as a community development project in 1978 by a group of citizens and service providers concerned about the lack of accessible services in the community. Langs has grown to become a dynamic, respected multi-service organization that uses a community development approach to provide comprehensive health, social and recreational services that are responsive to the changing needs of our community.

### What We are Looking For:

We are currently recruiting for a Quality and Data Management Coordinator to join our Team for a full-time position. This role is responsible for coordinating quality improvement, performance measurement, evaluation, and reporting activities across programs and services. The Quality and Data Management Coordinator works collaboratively with operational leaders, system specialists, staff, and community partners to support data-informed decision-making, continuous quality improvement, and innovation aligned with organizational priorities.

### A successful candidate in this role would have:

- Relevant post-secondary education in health, social sciences, quality improvement, evaluation, data analytics, or a related field.
- Training or demonstrated experience in Quality Improvement methodologies, such as Lean, Six Sigma, Model for Improvement, or PDSA cycles.
- Experience supporting quality improvement, performance measurement, evaluation, or decision-support activities in a health or community-based setting.
- Strong analytical, organizational, and report-writing skills, with the ability to translate data into clear and actionable insights.
- Demonstrated ability to work collaboratively across teams and support committees or working groups.
- Proficiency with data systems, dashboards, and standard office software.
- Experience or familiarity with PSS Suite EMR and/or the Ocean platform is considered an asset.
- Experience in the non-profit, community health, primary care, or public sector environment is considered an asset.

### In this role you will be expected to complete the following tasks

- Coordinate the development, implementation, and monitoring of the Quality Improvement Plan (QIP), including performance indicators, dashboards, data collection, and reporting.
- Support program areas in using continuous quality improvement methods like PDSA cycles and Lean, and perform benchmarking, trend analysis, needs assessments, and environmental scans of data sources to identify improvement opportunities and guide new initiatives.
- Chair the Quality Improvement Committee, including agenda planning, meeting facilitation, documentation of outcomes, and reporting findings and recommendations to the Director of Operations and Performance.
- Collaborate with Decision Support, EMR, and Digital Health specialists to support accurate and timely data flow across platforms, including data extraction, analysis, validation, and reporting for quality improvement initiatives.
- Identify data gaps and workflow challenges affecting quality and performance measurement in EMR and digital health systems and collaborate with relevant specialists to support solutions.
- Support the tracking of organizational performance indicators and prepare quality and performance reports for internal teams, Senior Leadership, the Board, funders, and external partners, including follow-up with program areas on data submission and progress toward targets.
- Support program evaluation, outcome measurement, accreditation readiness, audit processes, and quality-related risk monitoring activities; assist in tracking compliance with relevant policies, legislation, and privacy requirements.
- Support the collection, monitoring, analysis, and reporting of survey, feedback, health equity, and sociodemographic data to inform quality improvement, patient and staff experience, and organizational planning.
- Work with managers, staff, and community partners to implement improvement initiatives, engage patients and community members in QI activities, and contribute to staff capacity-building and training on quality improvement and performance measurement.
- Develop and maintain standardized tools, templates, and tracking systems to support quality improvement, accreditation, and reporting activities, including action items, timelines, and status updates.
- Coordinate follow-up on quality improvement initiatives across teams, prepare materials and presentations for related meetings, and support accountability and completion of identified actions.
- To complete other duties as required

### What We Can Offer You:

Langs is an organization where people belong. Langs is committed to promoting Inclusion, Diversity, Equity, and Access for all our staff, patients, participants, and volunteers. We are committed to equal employment opportunity regardless of race, colour, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or Veteran status. Langs strives for an inclusive environment centred on employee wellbeing and supportive leadership.

Don't meet every requirement? Studies have shown that women and people of colour hesitate to apply to jobs unless they meet every single qualification. At Langs, we are dedicated to building a diverse, inclusive and authentic workplace, if you're excited about this role but your past experience doesn't align perfectly with every qualification please apply and share in your cover letter why you believe you are the right candidate.

### The successful candidate would be eligible for the following benefits pro-rated to hours worked:

- Starting Salary of \$31.00 to \$36.08 per hour
- 3 Weeks paid vacation, with an increase to 4 weeks after 1 year of employment
- 15 Sick/Personal Days per year
- 10 Professional Development days per year
- Enrolment in Healthcare of Ontario Pension Plan (HOOPP)
- Comprehensive Extended Health and Dental Care Plan including a \$1000 Healthcare Spending Account and \$500 lifestyle spending account
- Flexible work from home arrangements available

Candidates are required to submit detailed cover letter along with their resume by June 19, 2026  
Candidates requiring accommodation to participate should contact Human Resources to communicate any accommodation needs.

This job posting is for an existing or expected vacancy within our organization.

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