



Examination Quality Assurance Officer

About The Role

After 2020 and 2021, both pandemic years, CMTNL successfully ran examinations due mostly to the hard work and preparation of our lead role of Exam Quality Assurance Officer and examination staff. Now, CMTNL has embarked on a multi-year journey to develop items materials for the new exam OSCE format, support processes as well as written exam materials. CMTNL's vision is to improve the way exams work, to create a cohesive, integrated, and enriched experience for candidates, examiners, and staff. This implementation will result in superior support for examiners, a better candidate experience, a new set of tools, a new way of working, and improved reporting for informed decision-making.

We are seeking an experienced professional to oversee the planning, execution, and delivery of multi-platform projects, to manage a variety of projects and provide project management support, guidance, and advice to the board. The Quality Assurance Officer would be someone who shares our core values of integrity, excellence, respect, and creativity.

We are excited to hire a highly organized individual who can use their superior planning and time management skills to see projects come to life. A results-oriented individual who enjoys taking ownership of projects from initiation to completion. A collaborator who can oversee and guide others to ensure projects are completed on time and within budget. A strong communicator who can lead and participate in meetings, provide regular updates to stakeholders, and deliver the appropriate information. Someone who can work in a highly flexible, challenging, and fast-moving environment, someone who can engage in exciting work, including projects that will shape the future of our work and support our journey towards becoming an insights-driven organization!

The Quality Assurance Officer will work closely with the psychometric group to ensure standardization of examination and continuity of all exam material administered with both CMTNL and CMTNB. Conduct all necessary standardization workshops to ensure highest level of public safety and fairness. As the incumbent will bring your expertise in project management and will ensure that critical elements are given proper consideration during project planning, will assist with communication with internal and external stakeholders, will create and maintain project plans, will report on project progress regularly, will develop specific project

management methodologies/tools, and will address issues relating to project status, resources, expenditures, deliverables, and milestones, will conduct standard setting sessions, train examiners, investigate areas of concerns and support the regulatory boards with any examination investigations or concerns. The ideal candidate will have proven experience in project management along with strong technical knowledge and change management experience gained through implementation of projects that comply with legislative or mandated rule changes.

Key Duties and Responsibilities

Specific Duties

- Prepare project plans. Monitors scope, schedule, budget, and other key aspects to ensure successful examination delivery.
- Work with all stakeholders to ensure all examination requirements are met.
- Establish a sustainable mechanism for the collection of any requirements and data; engages with team members to ensure that outcomes will meet their needs.
- Write formal reports, including status reports and formal documentation.
- Manage expectations and foster excellent communication in a collaborative environment.
- Development of procedures and written manuals to ensure long term independent operational needs of the board.

Core Duties

- Initiate projects following appropriate project management methodology including gathering and defining project requirements, developing project plans, budgets, and schedules, identifying staffing requirements, and forming project teams.
- Follows project management methods, procedures and quality objectives, and tracks metrics for assessing progress.
- Strong presentation development and delivery skills
- Provides work direction and leadership to assigned project team, including scheduling, assignment of work, review of project efforts and removal of roadblocks which may inhibit project success.
- Assesses variances from the project plans, budgets and schedules, develops, and implements changes as necessary to ensure that the project remains within specified

scope and is within time, cost, and quality objectives, and keeps boards aware of the situation.

- Conducts formal review at project completion to confirm acceptance and satisfaction.
- Identifies and recommends potential improvements in current methodologies.
- Maintains appropriate professional designations and up-to-date knowledge of current information technology techniques and tools.
- Foster belonging and encourage authenticity. Be inclusive, value diversity, and recognize that these behaviors empower and inspire positive action and promote innovation.
- Exemplary core project management skills with proven application of both theoretical and practical aspects of project management including techniques and tools.
- Proven ability to quickly earn the trust of key stakeholders; mobilize and motivate teams, set direction and approach; resolve conflict; deliver tough messages with grace; execute with limited information and ambiguity in a fast-paced environment.
- Focused and versatile team player and comfortable under pressure.
- Ability to communicate at all levels with clarity and precision both written and verbally.
- Ability to remove barriers and enable teams to complete their objectives
- Assist in the continual hiring and development of examiners, Standardized Patients and staff
- Approval and documentation of payroll and expenses of all examination staff
- Assist in increasing employee productivity and efficiency
- Take accountability for project results and drive projects to successful value generation
- Maintain and promote implementation and development standards and best practices
- Provide regular, constructive feedback to employees, set & track objectives, build development plans, conduct performance evaluations
- Organize technical & leadership mentorship, training, and sharing of knowledge and experience
- Identifies areas of concern and areas of weakness in policies or procedures

Preferred Qualifications

- Minimum 5 years as Registered Massage Therapist
- Minimum of 5 years of OSCE examination experience in a range of areas/roles or Regulatory examinations of a healthcare profession
- Knowledge of the *Massage Therapy Act, 2005*, CMTNL/CMTNB documents and policies
- Knowledge of project management methodologies.
- Excellent written and oral communication skills.
- Ability to build and lead teams.
- Knowledge and experience in training and management of others
- Strong analytical/research skills.
- Excellent time management, organizational and coordination skills.
- Excellent interpersonal & team skills.

- Proficiency in MS Outlook, Word, Power Point, Excel and use of on-line resources.
- Knowledge and experience in training and management of others
- Knowledge and experience in conducting a respectful workplace
- Knowledge and experience working with the Massage Therapy inter jurisdictional competency document through previous involvement in development, standard setting or review sessions.
- Previous experience working with councils, boards and/or committees would be considered an asset

Skills

- Superior writing and editing skills and ability to summarize large volumes of information.
- Technical skills to navigate a range of virtual meeting tools and comfortable hosting remote
- Proven organizational skills to manage high volumes of work and meet time sensitive deadlines
- Ability to manage large groups
- Ability to deal with sensitive and confidential issues and material using discretion, professionalism, and good judgment
- Self-starter with the ability to work with minimal direction and supervision
- Ability to work independently, under pressure and meet deadlines.

Education

- College diploma in Massage Therapy.
- Graduation in a program specializing in project management would be considered an asset. Formal designation as a Project Management Professional (PMP) or Certified Associate in Project Management (CAPM) from the Project Management Institute (PMI) would be considered an asset
- Leadership courses/certificates

Experience

- Recent and significant experience in supporting the management of projects involving multidisciplinary teams.
- Successful teamwork experience & demonstrated leadership abilities
- Minimum of 5 years as a Registered Massage Therapist
- Minimum of 5 years of OSCE examination experience in a range of areas/roles or Regulatory examinations of a healthcare profession

Consequence of Error/Judgement

The QAO position is a significant role in the implementation of systems and processes. This role requires judgement and initiative. Errors could have a significant impact on the success of project delivery. This would compromise the CMTNL/CMTNB ability to achieve its strategic goals, vision, and mandate.

Supervision Received

Works independently with minimal direction. Gives high-level guidance to the boards and team members. Meets target goals outlined in yearly project projection report.

Supervision Given

This position is responsible for explaining procedures/processes to all stakeholders. Provides direction and guidance to technical teams to make sure the project is completed on time. Monitors progress of projects as assigned and coordinates activities to ensure that deadlines and expectations are met.

Condition of Employment

- Member in good standing of the CMTNL and NLMTA
- All CMTNL workers are required to be fully vaccinated against COVID-19 and attest to their vaccination status unless accommodated based on a medical contraindication, religion, or another prohibited ground of discrimination as defined under the Canadian Human Rights Act.

Travel requirement

Travel out of province for periods from 3 to 7 days is required 3 or 4 times per year.

Screening Criteria

Applicants must demonstrate within the content of their application that they meet the following screening criteria to be given further consideration as candidates. Candidates must clearly demonstrate in their cover letter how they meet the education and experience factors listed in the description. Candidates must write one or two paragraphs demonstrating how they meet the criteria by providing concrete examples. In addition, the candidate is encouraged to describe in detail when, where and how he/she gained the experience.

Every Voice Matters



At CMTNL, we particularly welcome and encourage applications from Indigenous Peoples, women, the LGBTQIA2 community, mature workers, people with disabilities and people from different cultural backgrounds.

We are committed to an inclusive environment where people feel comfortable to be themselves. We want our people to feel that all voices are heard, all cultures respected and that a variety of perspectives are not only welcome – they are essential to our success. We treat each other fairly and with dignity regardless of race, gender, nationality, ethnic origin, religion, age, sexual orientation, or anything else that makes us different.

Applications close: December 17, 2021

(CMTNL reserves the right to remove advertised roles prior to this date)

We thank all those who apply. Only those selected for further consideration will be contacted.