

Chief Accreditation Advisor – CARF Canada (Edmonton, Alberta)

The Opportunity

Are you a successful professional that wants to catapult your career to the national stage? CARF Canada requires a dynamic, strategic, results-driven health and human services marketing professional to head its accreditation business. This individual must have an entrepreneurial orientation with proven leadership skills and a passion for developing business, managing direct reports, and utilizing internal global resources in a collaborative manner. This position reports to the President/CEO of CARF International.

The Company

The mission of CARF is to “promote the quality, value, and optimal outcomes of services through a consultative accreditation process and continuous improvement services that center on enhancing the lives of persons served.” For fifty years, CARF International has been offering its consultative peer reviewed-based accreditation system to customers worldwide. With offices in Tucson, Arizona (head office); Washington, D.C.; Edmonton, Alberta; Toronto, Ontario; and London, U.K. CARF accredits over 50,000 programs at more than 26,000 sites worldwide. As a peer-review based organization that is a not-for-profit legal entity in the United States, Canada, and Europe, our position is to accredit high performing human service organizations.

The Candidate

The ideal candidate will have:

- Undergraduate degree/preferred advance degree in health/human services, seven years direct industry experience or equivalent combination of education and experience; senior management experience is preferred
- Proven leadership skills exhibiting transparent and inspiring energetic leadership
- The ability to establish credibility and relationships with customers, internal resources, regulators, payers, and all levels of governments
- A track record of business development/marketing in culturally unique and diverse environments
- Proven skills in developing and executing strategies to advance CARF’s mission
- Active involvement in industry-related associations and ability to articulate the value of CARF accreditation to all stakeholders
- Excellent communication and presentation skills; fluency in French an added asset

Travel throughout Canada is required, with some travel to Tucson, Arizona, from time to time.

We are offering an excellent career opportunity and a competitive compensation package will reflect incentives for securing account growth. This senior management position embodies a unique skill set, hence our recruitment efforts will be sustained until the right candidate is discovered.

Interested candidates may reply in complete confidence by submitting a letter of interest and corresponding resume to: jderrick@carf.org.

We appreciate your interest; however, only candidates selected for interviews will be notified.

CARF Job Description

Job title:	Chief Accreditation Advisor
Department/sub-department:	CARF Canada
Reports to:	President/CEO
FLSA status:	Exempt
Prepared by and date:	Human Resources and Training Manager/June 2014
Revised by and date:	Human Resources and Training Manager/February 2017
Approved by and date:	President/CEO/February 2017

Position summary

The *Chief Accreditation Advisor* supports CARF’s mission, vision, values, goals, and objectives by serving as a strategic internal and external business partner and member of the management team, while providing leadership for CARF Canada operations that contribute to organizational effectiveness and business development and are in compliance with company policies and procedures, as well as applicable laws, regulations, and contractual obligations.

This position supports organizational growth in Canada, by promoting the value of accreditation in line with CARF Canada’s strategic marketing plan; executes customer-focused strategic business activities related to development of CARF Canada; and pursues the growth of accreditation accounts/programs. Utilizing knowledge of industry structure, trends, and public policy, the Chief Advisor, cultivates effective relationships with CARF Canada stakeholders and decision makers; conducts in-depth research and analysis of market data; provides comprehensive verbal and written information and recommendations on marketing trends in the environmental context for CARF; identifies, develops and implements plans for building interest in CARF accreditation; demonstrates knowledge of varied human service programs, service delivery, and quality outcomes; and provides input into standards and program opportunities in the Canadian context.

Essential duties and responsibilities

The following duties and responsibilities represent the essential functions of this job that an individual must be able to perform with or without a reasonable accommodation:

- Participate as a senior manager in the development and support of the CARF values, mission and business planning. Serve as “environmental compass” to CARF senior management, and member of management team contributing to all staff meetings.
- Consistent with CARF’s business strategy, create annual business development plans, implement tasks, and monitor progress to ensure CARF realizes its mission and business goals, namely account growth, financial stability, and mission achievement.
- In conjunction with customer service units, provide account-based life cycle support and services to customer organizations through a team approach that optimizes account growth and retention, customer and value-added service, financial stability, and new business opportunities.
- Maintain constant vigilance of the relevancy and appropriateness of standards and survey processes. Research, analyze, and monitor public policy and proposed legislation; trends in health and human services, programs and funding; third party contracting and reimbursement; changing consumer needs; technological advances; and economic/demographic factors to identify and capitalize on market opportunities, and minimize effects of competitive activity.

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- Establish and maintain relationships with key community and strategic partners. Confer with policy decision makers regarding CARF Canada accreditation and standards and assist with policy development regarding accreditation. Provide consultation and education to the professional human service community regarding human service practices and trends in existing and emerging areas. Support the consultative and valued accreditation experience by providing relevant information to stakeholders to promote the value of accreditation.
- Maintain targeted stakeholder communication to extend the reach of CARF Canada.
- Represent CARF Canada at provincial, regional, and national (and international, as appropriate) conventions, conferences, and association meetings and serve on advisory panels, editorial boards, or other venues for influencing policies regarding accreditation and standards in human services. Through verbal and written presentations, including articles to or interviews with field-related journals, serve as a conduit for dissemination of critical, time-sensitive information to the professional human service community.

Special work demands

- Endure long hours associated with extensive travel, both domestic and international.
- Perform work activities from remote locations, both domestic and international.

Supervisory responsibilities

- Carry out supervisory responsibilities for four (4) employees in various locations (e.g., interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints; resolving problems) in accordance with established policies/procedures and applicable laws.

Note: Duties and responsibilities are not all inclusive and may change at any time, with or without notice. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Qualifications, education and/or experience

The following qualifications represent the training, education, certifications, licensures, and/or work experience required to perform the essential duties and responsibilities successfully:

- Undergraduate degree/preferred master's degree or higher in health/human services, seven years direct industry experience or equivalent combination of education and experience; senior management experience is preferred. Proven leadership skills exhibiting transparent and inspiring energetic leadership.
- The ability to establish credibility and relationships with customers, internal resources, regulators, payers, and all levels of governments.
- A track record of business development/marketing in culturally unique and diverse environments.
- Proven skills in developing and executing strategies to advance CARF's mission.
- Active involvement in industry-related associations and ability to articulate the value of CARF accreditation to all stakeholders.
- Excellent communication and presentation skills; fluency in French an added asset.
- Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or surveyors. Ability to write speeches and articles for publications that conform to prescribed style and format. Ability to effectively present

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information to top management, public groups, and/or boards of directors. Ability to exercise good political judgment and influence with an astute facility to read audiences and the internal and external political landscape. Ability to understand the big picture implications of strategy, actions, and timing.

- Ability to calculate figures and amounts such as discounts, percentages, and proportions. Ability to apply concepts of basic algebra and statistical data relating to demographics and trends. Familiar with conversion to other currencies.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Proficient in Microsoft® Office products, including Word, PowerPoint® (e.g., designing presentations, incorporating graphics and imported data) and Outlook® (e.g., arranging meetings, setting recurring reminders, task management).

Competencies

The following competencies represent the knowledge, skills, and/or abilities required to perform the essential duties and responsibilities successfully:

Values-based competencies:

- **Respect** - Treats people with dignity and respect, values diversity, demonstrates cultural competence, promotes a harassment-free environment, keeps commitments, and inspires the trust of others.
- **Excellence** - Meets challenges with resourcefulness and generates suggestions for improving own work, as well as CARF products, services, and people.
- **Stewardship** - Follows policies and procedures, promotes safety and security awareness, works ethically and with integrity, upholds organizational values, maintains a positive and professional demeanor, and maintains and uses equipment and materials properly.
- **Partnership/teamwork** - Contributes to building a positive team spirit, puts success of team above own interests, exhibits objectivity and openness to others' views, gives and welcomes feedback, and supports everyone's efforts to succeed.
- **Excitement** - Supports bold thinking and develops innovative approaches and ideas.
- **Communication (open)** - Listens to others, acknowledges other points of view, effectively transfers information and expresses ideas in individual or group situations, and maintains confidentiality.
- **Technology** - Champions technology to support unique business solutions.

Core competencies:

- **Communication (oral)** - Speaks clearly and persuasively in positive or negative situations, listens and gets clarification, responds well to questions, participates in meetings, and demonstrates group presentation skills as appropriate.
- **Communication (written)** - Writes clearly and informatively, edits work for spelling and grammar, varies writing style to meet needs, presents numerical data effectively, and reads and interprets written information.
- **Continuous learning** - Continuously strives to build own knowledge, skills, and abilities; actively identifies new areas for learning; regularly creates and takes advantage of learning opportunities; and applies newly acquired knowledge, skills, and abilities.

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- **Customer service** - Manages difficult or emotional customer situations, responds promptly to requests for service and assistance, solicits customer feedback to improve service, and meets commitments.
- **Dependability** - Works independently within general guidelines, accepts responsibility for own actions, keeps commitments; meets productivity standards, completes work in a timely manner, and manages attendance to meet work requirements by adhering to company attendance policy and arriving to meetings and appointments on time.
- **Job knowledge** - Understands job duties and responsibilities; possesses necessary job skills and knowledge, understands and uses technology appropriately, understands and promotes department mission and values, and keeps current with new developments in profession and field.
- **Leadership** - Displays passion and optimism, inspires respect and trust, influences actions and opinions of others as appropriate, mobilizes others to fulfill the vision as appropriate, and provides vision and inspiration to peers and/or subordinates.
- **Planning/organizing** - Prioritizes and plans work activities; uses time efficiently, sets short- and long-term goals and objectives, aligns objectives and actions with organizational goals, and develops realistic action and contingency plans.
- **Problem solving** - Anticipates, identifies, and resolves problems in a timely manner; gathers and analyzes information skillfully; works to overcome obstacles; develops alternative solutions; works well in group problem-solving situations; and uses reason even when dealing with emotional topics.
- **Productivity** - Efficient in planning, priority setting, and executing work; accurately scopes out work; creates efficient workflows, processes, and procedures; meets productivity standards; allocates resources properly; and takes on additional responsibilities, as needed.
- **Quality** - Demonstrates accuracy and thoroughness, monitors own work to ensure quality, and looks for ways to improve and promote quality standards.

Position-specific competencies:

- **Adaptability** - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; and deals with frequent change, delays, or unexpected events.
- **Analytical** - Synthesizes complex or diverse information, collects and researches data, and uses intuition and experience to complement data.
- **Business acumen** - Understands business implications of decisions and aligns work with departmental and/or organizational goals.
- **Change management** - Develops workable implementation plans and communicates changes effectively.
- **Fiscal responsibility** - Works within approved budgets, contributes to budget development as appropriate, provides accurate estimates, monitors expenditures, and applies cost-saving techniques.
- **Initiative** - Seeks increased responsibilities, takes independent actions and calculated risks, effectively identifies new opportunities and challenges, and determines how to facilitate positive outcomes.
- **Innovation** - Displays original thinking and creativity, meets challenges with resourcefulness, develops innovative approaches and ideas, and presents ideas and information in a manner that gets others' attention.

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- **Interpersonal skills** - Focuses on solving conflict, not blaming others; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas; and tries new things.
- **Judgment** - Displays willingness to make decisions, exhibits sound and accurate judgment, supports and explains reasoning for decisions, includes appropriate people in decision-making process, and makes timely decisions.
- **Motivation** - Sets and achieves challenging goals, demonstrates persistence and overcomes obstacles, measures self against standard of excellence, and takes calculated risks to accomplish goals.
- **Multitasking** - Displays an ability to handle multiple tasks in an efficient and timely manner.
- **Project management** - Develops project plans; coordinates projects, communicates changes and progress, completes projects on time and within budget constraints, and manages project team activities.
- **Research** - Identifies relevant sources of information, synthesizes data into meaningful terms, and presents interpretation of findings.
- **Strategic thinking** - Develops strategies to achieve organizational goals, understands organization's strengths and weaknesses, analyzes market and competition, identifies external threats and opportunities, and adapts strategy to changing conditions.
- **Training** - Aligns objectives with organizational goals, prepares for instructional delivery; and facilitates participant learning, evaluates training effectiveness.