

POSITION

Manager, Quality & Data

ORGANIZATION

Addictions and Mental Health Ontario (AMHO)

LOCATION

Toronto, ON (Hybrid)

EMPLOYMENT TYPE

Secondment or Term (Parental Leave Coverage)

HIRING SALARY RANGE

\$64,000 - \$75,000 (annual)

About the Organization

Addictions and Mental Health Ontario (AMHO) represents over 150 organizations that provide front-line substance use, addiction, and mental health support and services. AMHO members support Ontarians through their mental health and substance use health challenges by providing community-based and hospital-based services including counselling, structured psychotherapy, case management, crisis support, withdrawal management, live-in addictions treatment, peer support and consumer-survivor programs, harm reduction, and supportive housing.

We engage our members, government, and allies to lead change that will revolutionize the addiction and mental health care experience for people in Ontario. AMHO is known for its thoughtful, evidence-informed research projects, policy advocacy, capacity building and system transformation initiatives, knowledge exchange, education, and quality improvement programs. We are a small, energetic, and nimble team dedicated to advancing AMHO's mission.

About the Role

As a member of AMHO's Health System Transformation and Performance team, the Manager, Quality and Data primarily supports two funded projects: the Excellence through Quality Improvement Project (E-QIP) and the Data-Digital Initiative. The Manager may also be responsible to support other projects or initiatives that fall within the Health System Transformation and Performance portfolio at AMHO.

The Manager, Quality and Data is responsible for providing program and administrative support to the E-QIP team as Project Coordinator and will be an integral part of project operations. The Manager works in a matrixed environment with staff and management from both AMHO and project partner, CMHA-ON.

On the Data-Digital initiative, the Manager, Quality and Data is responsible for data-related project work, including the implementation of AMHO's Ontario Health Provincial Data Set (PDS) project, supporting PDS adoption by AMHO members and other MHA providers, and supporting organizations to improve the quality, interpretation and use of their data. This also includes oversight of external contracts AMHO holds with consultants to implement this work.

This role will begin on July 20, 2026, and end on March 31, 2027, with the possibility of extension to August 2027 contingent on program funding. This developmental assignment is designed for professionals seeking to broaden their experience, strengthen their leadership capabilities, and contribute to high-impact work across the sector.

Key Responsibilities

Project Management

- Supports the E-QIP and Data-Digital teams to manage project timelines and meet deliverables on schedule with precision and high-quality results
- Works with Director of Health System Transformation to ensure Data-Digital team members and consultants meet milestones and requirements as per the workplan
- Provides updates on behalf of AMHO at monthly meetings with other Data-Digital Coordinating Leads, DATIS, and the MHA Centre of Excellence (CoE)
- Supports other projects or initiatives that fall within the MHA System Transformation portfolio, as directed by the Director of Health System Transformation.

Reporting and Oversight

- Supports E-QIP evaluation work conducted by QI + Data Coaches including data collection, entry, management and preparing progress reports to inform planning and decision making for range of E-QIP and AMHO priorities.
- Ensures external consultants are adhering to contract requirements and are meeting deliverables, reporting discrepancies to the Director of Policy and MHA System Transformation.
- Reviews reports and documentation prepared by Data-Digital consultant partners, provides feedback to consultants on their deliverables, and reflects key results in relevant AMHO documentation such as Board reports.
- Supports the development of report-backs and workplans for both E-QIP and Data-Digital projects, conferring with AMHO team members and external consultants as needed.
- Identifies linkages between E-QIP work, Data-Digital initiatives and other provincial priorities initiatives.

Member Outreach and Communication

- Maintains distribution lists for the dissemination of key E-QIP communication and knowledge exchange documents.
- Monitors, responds to, and redirects general E-QIP mailbox messages to appropriate staff members.
- Co-leads AMHO member engagement on Data-Digital initiatives, in partnership with consultants.
- Provides updates on Data-Digital work that needs to be shared with the broader AMHO membership to the AMHO Communications team, to add to Member Bulletins or Special Member Bulletins as required.
- Attends and co-facilitates weekly PDS Community of Practice meetings with CMHA-Ontario partners.
- Represents AMHO in PDS webinars and events
- Follows up with AMHO members and other MHA providers who have questions or request support.

Administrative Support

- Provides program and administrative support to the E-QIP team and the AMHO Quality and System Transformation portfolio.
- Coordinates logistics for training events and meetings, including arranging for travel and accommodation, and securing venue space as required.
- Coordinates webinars and teleconference meetings using Zoom, MS Teams and similar platforms
- Records and distributes meeting minutes and documents for internal and external meetings.
- Leads administrative tasks including maintaining SharePoint sites, preparing and distributing project materials, and to support the broader team as required.

Required Experience and skills

Qualifications

- Bachelor's degree, college diploma, or an equivalent combination of education, training, and experience.
- At least 3 years of experience in Program or Project Management / Coordinator capacity
- Demonstrated experience managing projects/initiatives, developing workplans, and achieving deliverables and timelines according to plans and budgets.

Skills and Competencies

- Proven track record of success coordinating teams and/or projects, including scheduling meeting with large stakeholder groups, preparing materials, taking and distributing minutes, to drive progress against tight timelines
- Advanced verbal and written communication skills required to manage stakeholder communications and edit documents
- Experience with data management and reporting
- Strong proficiency in MS Office Suite (Excel, PPT, Word, SharePoint, One Drive, Teams)
- Proficiency with web meeting platforms Zoom/MS Teams
- Proficiency with project management software (e.g. Asana, JIRA, Monday.com) is an asset
- Superior organization and time management skills
- Ability to multi-task and be flexible to adjust to changing priorities
- Knowledge of addictions and mental health sector, data and/or quality improvement is an asset
- Experience managing and working with consultants is an asset

What this Opportunity Offers

- Exposure to sector-wide strategic initiatives.
- Opportunities to build cross-organizational relationships and networks.
- Professional growth and leadership development.
- Experience working in a collaborative and dynamic environment.
- The opportunity to contribute to meaningful system-level work.

Application Information

Please inform us if you require any accommodation during the hiring process. We thank all applicants in advance, however, only those under consideration will be contacted. Addictions and Mental Health Ontario is an equal opportunity employer, and we are committed to building an inclusive, diverse, accessible and respectful workplace.

Secondment Stream:

AMHO is pleased to offer this exciting secondment opportunity for individuals who are currently employed within our member organizations. This developmental assignment is designed for professionals seeking to broaden their experience, strengthen their leadership capabilities, and contribute to high-impact work across the sector. The successful candidate will have the opportunity to gain exposure to quality and data initiatives while working collaboratively with sector leaders and partners.

The successful candidate will remain employed by their home organization during the secondment period, subject to agreement between organizations. As such, **interested applicants are required to discuss the opportunity with their current employer prior to applying.**

Interested applicants can email their resume, cover letter, and confirmation of support from their current organization (i.e. email/note from your current Manager) to AMHO c/o the Executive and Office Coordinator at arjun.singh@amho.ca. Any questions about the secondment arrangement can also be sent to arjun.singh@amho.ca, and the appropriate individual will provide a response.

Term Employee Stream:

For interested applicants that do not currently work at an AMHO member organization, please email resumes with a cover letter to AMHO c/o the Executive and Office Coordinator at arjun.singh@amho.ca.