



Canadian Centre for Accreditation

Excellence in community services

Centre canadien de l'agrément

L'excellence en matière de services communautaires

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Job Description – CCA Reviewer

Job Title: CCA Reviewer (Reviewer or Reader-Reviewer)

Reports to: CCA Specialist responsible for reviewers

Position Summary:

Reviewers are CCA-trained volunteers who assess an organization's submission against CCA's standards. Reviewers work as part of a small team to review and assess an organization's evidence and survey results presented ahead of time, as well as conduct observations, interviews, and documents, files and/or process reviews as part of a site visit. A reviewer is grounded in the realities of community health and social services.

CCA Reviewers proceed through a formal application, screening and training process before they are accepted into the CCA Reviewer role. Successful candidates are expected to participate in a minimum of one review per year.

Responsibilities:

1. Actively participate in all aspect of the review process, including in Pre-Site-Visit, On-Site and Post-Site-Visit activities.
2. Assess information provided by organizations against CCA standards as an individual and as part of a team.
3. Respect the confidentiality and privacy of the organization and its clients.
4. Be familiar with and abide by CCA's Reviewer Agreement, its policies and procedures.
5. Maintain skills by participating in ongoing training and development when opportunity arises.
6. Commit to participate in at least one CCA review per year.
7. Keep CCA updated and informed on current contact information.

Qualifications:

- Currently working at, or volunteering with, a CCA-accredited organization or has experience in and a solid understanding of the community health and social service sectors.
- Good judgement and decision making capacity.
- Familiarity and ease with internet and computer basics.
- Interviewing skills: has the ability to put others at ease, is approachable, uses diplomacy and tact.
- Ability to analyze and synthesize information, remain objective, understand own biases.
- Ability to work within a team.
- Good time management skills; can work under pressure and set priorities effectively.
- A commitment to continuous learning and improvement.
- Ability to present information in a small or large group setting that is clear and understandable.
- Ability to be flexible and open to different ways of interpreting information in assessing an organization's practices.
- Has successfully completed the CCA's Reviewer Training.