



Canadian Centre for Accreditation

Excellence in community services

Centre canadien de l'agrément

L'excellence en matière de services communautaires

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500A-970 Lawrence Ave West / ave Lawrence ouest
Toronto ON M6A 3B6
info@canadiancentreforaccreditation.ca

Job Posting: Accreditation Coordinator, bilingual (French/English) Full-Time Permanent Position

The Canadian Centre for Accreditation (CCA) is a non-profit leader in fostering excellence and equity in health and social services across Canada. We uphold and advance quality standards that promote the health and well-being of people and communities. Join us in making a difference!

Role: Accreditation Coordinator

Type: Full-Time, Permanent

Location: Remote within Canada. Staff are expected and supported to attend at least one in-person team meeting per year in Toronto.

Salary: \$57,559 - \$64,783 per year. Placement within the range is based on skills and experience.

Benefits: Comprehensive health and dental benefits, HOOPP pension, 12 sick days, 1 float day, and a starting balance of 15 vacation days

Hours of work: Regular hours are generally 9:00 a.m. to 5:00 p.m. Eastern Time, with occasional evening or adjusted hours required to support accreditation activities across Canada.

Vacancy: This posting is for an existing vacancy.

Overview: The Accreditation Coordinator (AC) supports the day-to-day delivery of CCA's accreditation program. They provide logistical, administrative and technical support to the Accreditation Team, Participating Organizations (POs) and volunteer Reviewers. By building a strong understanding of the accreditation process and maintaining clear, responsive communication, the AC helps keep activities organized and running smoothly.

Highlights of Key Responsibilities

Primary responsibilities include the following. Additional related duties may be assigned as required.

1. Accreditation Coordination
 - Develop and maintain a strong working knowledge of Reviewers and POs
 - Assign Review Team members following established guidelines
 - Administer conflict of interest checks and program-related surveys
 - Coordinate Review Team travel arrangements
 - Respond to questions from POs and Reviewers and escalate issues when appropriate
2. Reviewer Program Support
 - Support the recruitment and onboarding of new Reviewers
 - Provide logistical support to the planning, delivery, and evaluation of Reviewer training
 - Support Reviewer recognition activities throughout the year
3. Data Management
 - Coordinate and collate evaluation and performance data
 - Proactively monitor and update program planners and contact lists
4. Management of Accreditation IT/IM Tools
 - Keep the GoCCA accreditation portal and Volunteer Management System (VMS) updated
 - Provide technical assistance and support for all GoCCA and VMS users
 - Act as the principal point of contact with VMS developers
5. Standards Review Coordination
 - Provide administrative support to Standards Review Advisory Groups
 - Manage updates to accreditation documents

Qualifications



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Essential

- Minimum of two years' experience coordinating multiple projects, processes or service activities, preferably in a non-profit, health or community-based setting
- Advanced professional proficiency in spoken and written French and English, sufficient to provide client support, facilitate communication and prepare professional correspondence in both languages
- Customer service orientation and relationship management skills
- Proficiency using Microsoft 365 and Google Workspace
- Demonstrated ability to learn and use digital platforms and information-management systems
- Legally eligible to work in Canada and residing in Canada

Desirable

- Experience with Mailchimp, SurveyMonkey and Zoom

Competencies

- Respecting and promoting diversity, equity and inclusion
- Meticulous attention to detail
- Strong organizational and time-management skills
- Strong analytical skills and proactive problem-solving ability
- Collaborative, team-oriented, communicative approach
- Ability to work independently while understanding appropriate escalation
- Continuous improvement mindset in both individual practice and administrative systems

If this role excites you and you bring comparable experience, we encourage you to apply.

Why Work with Us:

- Meaningful work: Contribute to strengthening health and social services across Canada.
- Learning opportunities: Grow your skills through ongoing professional development.
- Inclusive environment: Be part of a team that values diversity and offers flexibility.

CCA is committed to equitable and inclusive employment practices. We welcome and encourage applications from equity-deserving communities including First Nations, Inuit and Métis peoples, persons from racialized groups, persons of all sexual orientations and genders and persons with disabilities. Accommodations are available on request.

How to Apply: To apply, please submit your resume and cover letter to info@canadiancentreforaccreditation.ca, **no later than Thursday, August 6, 2026.**

Candidates selected for an interview will be invited to participate in a structured interview process and may be asked to complete a brief practical exercise related to the role.

We thank all applicants, but only those selected for an interview will be contacted.

CCA does not use artificial intelligence to screen, assess, or select candidates as part of its recruitment process.