

## Survey Interviewer, Health System Analytics

The Health Quality Council of Alberta (HQCA) is a provincial agency that brings together patients, families, and our partners from across healthcare and academia to inspire improvement in patient safety, person-centred care, and health service quality.

As one of Alberta's Top 75 Employers in 2022, the HQCA brings together a cross-disciplinary team of professionals who are committed to inspiring improvement.

We are passionate about the work we do and we support a healthy living and a healthy work environment.

### Job Summary

The HQCA is undertaking a province-wide initiative to gather feedback from families and residents about their experiences living in long-term care and designated supportive living sites across Alberta to help inform improvement opportunities.

The HQCA is seeking several survey interviewers who will be responsible for the data collection of the Facility Based Continuing Care Resident Experience Survey. The survey interviewer will visit congregate care sites across Alberta and administer a survey questionnaire to residents (typically seniors aged 65+) using various data collection methods.

Successful data collection depends on the quality of each interview and interaction with the resident. The ideal candidate will possess outstanding communication skills and the ability to deal effectively with a variety of people. Furthermore, the survey interviewer demonstrates efficient and precise information handling, and has excellent problem-solving, organizational, and time management skills. The survey interviewer will also demonstrate the ability to follow research protocols, and work independently and as part of a team.

This is a temporary position from mid-July to end of October 2022, and successful candidates will be located in the Calgary, Edmonton, Red Deer, Grande Prairie, or Lethbridge areas.

### Key Responsibilities

- Administer the survey to residents using data collection methods such as distribution of paper surveys or via face-to-face interview-like format
- Liaise with site staff to ensure safe and efficient interactions with residents
- Manage and monitor data collection processes
- Maintain the security and confidentiality of all information collected from respondents
- Proactively identify and inform the Project Lead about project timelines, deliverables, risks, and potential issues
- Maintain accurate and up to date records and prepare progress reports as required
- Ensure adherence to continuing care site infection prevention and control procedures

## Qualifications and requirements

- Undergraduate degree completed or in progress in a relevant field of study and/or equivalent experience in a related field (e.g., Social Sciences, Sciences, Nursing)
- Experience and education with interviewing, survey methods, or qualitative research approaches
- Ability, experience, and/or comfort working with seniors, or those who experience cognitive or physical limitations, or other similar populations
- Experience with record keeping and information handling
- The ability to learn and work with standard Windows based computer programs
- A current and clear Vulnerable Sector Check
- Proof of full vaccination against COVID-19, including a booster vaccination.

## Compensation

\$25 per hour. Travel costs will be compensated (e.g., driving mileage, meals and accommodation for any overnight stays)

## Working Conditions

This position requires a flexible work schedule, travel throughout Alberta, and a valid driver's license. Overnight stays up to 5 nights may be required. Work schedules are variable but full-time hours are expected.

As you may be aware, the people living in facility-based care may be especially vulnerable if they get COVID-19 or other transmissible illnesses. As a result, this position is subject to specific conditions to address those concerns for the safety and protection of the residents, their families, and the staff at the sites including not entering any sites if you were to become COVID positive. Applicants are required to be fully vaccinated and must adhere to restrictions and personal protective equipment requirements as defined by the operator of each site and which may vary from one site to another.

While the HQCA expects that the position will start Mid-July, your start date may be delayed if sites are unable to participate, whether by reason of COVID-19 or otherwise. Furthermore, while the HQCA is hopeful that there will be no interruptions in the work, there may be periods during the work term where you may not be able to work. Should the HQCA learn that a site (or sites) are unable to participate in the survey, it will do its best to schedule or assign other work.

**For further information please contact:** [HumanResources@hqca.ca](mailto:HumanResources@hqca.ca)

**Please forward your cover letter and résumé to:** [HumanResources@hqca.ca](mailto:HumanResources@hqca.ca) by as soon as possible.