

**PROVIDING INDEPENDENT REVIEW AND CONSULTING SERVICES AND ADVICE TO DEPARTMENTS, REGIONAL OFFICES AND SENIOR MANAGEMENT IN FOUR MAIN AREAS:**

- PROGRAMS
- SERVICES
- PROCESSES
- POLICIES AND PROCEDURES

### **PROGRAMS, SERVICES AND PROCESSES**

- Gains an understanding of Department/Regional Office function and operations
- Assess risks of the function and operation
- Plans an approach to address the risks
- Communicates results of the review to the Team Leader/Regional Manager and senior management
- Prepares annual plan which considers past reviews, assessment of financial and non-financial risks
- Undertakes reviews and provides consulting services as requested by senior management

### **REPORTS QUARTERLY TO THE FINANCE AND AUDIT COMMITTEE OF THE BOARD**

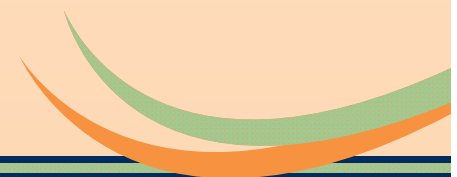
- Reports results of reviews including management's comments
- Reports on the progress of the Annual Audit Plan
- Reports on follow-up of past reports.

### **POLICIES AND PROCEDURES**

- Works with management and staff to identify areas for revision
- Drafts revisions/new policy and procedures
- Prepares Annual Plan

### **REPORTS QUARTERLY TO POLICY AND PLANNING COMMITTEE OF THE BOARD**

- Reports on policy and procedures issued
- Reports on the progress of the Annual Plan



## DEPARTMENT POSITIONS

Manager  
Quality Assurance and Evaluation Officer  
Policy and Procedures Co-ordinator



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# QUALITY ASSURANCE

NL Housing's  
Independent Reviewer  
Supporting Regional Offices  
and Head Office Departments

