Office of the Patient Ombudsman

JOB POSTING

<table>
<thead>
<tr>
<th>Position Title:</th>
<th>Manager, Communications &amp; Engagement</th>
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<tbody>
<tr>
<td>Reports To:</td>
<td>Executive Director (Interim), Office of the Patient Ombudsman</td>
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<tr>
<td>Location:</td>
<td>Toronto</td>
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<tr>
<td>Number of Positions:</td>
<td>1</td>
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<tr>
<td>Salary Range:</td>
<td>$94,400.00 - $118,000.00 (under review)</td>
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<tr>
<td>Status:</td>
<td>Regular Full-Time</td>
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<tr>
<td>Posting Period:</td>
<td>November 18, 2015 – December 11, 2015</td>
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<td>Competition Number:</td>
<td>2015-118</td>
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The Excellent Care for All Act includes provisions that, once proclaimed, establish the Patient Ombudsman. The Patient Ombudsman will be responsible for receiving, resolving, and investigating complaints relating to Ontario’s community care access center corporations, long-term care facilities and public hospitals.

THE OPPORTUNITY:

Join the office in the new and challenging role of Manager, Communications & Engagement for The Office of the Patient Ombudsman (OPO). Reporting to the Interim Executive Director, the Manager will bring his/her vision, passion and creativity to the creation of this “start-up” organization. The Manager will have a successful track record in leading a “full-service” innovative communication function.

As the Manager, Communications & Engagement, you will work closely with the Interim Executive Director to develop a comprehensive integrated communications plan that includes public relations, stakeholder engagement, issues management and branding. You will play a key role in establishing a workplace culture that is focused on engagement, collaboration and learning.

WHAT CAN I EXPECT TO DO?

As a member of the OPO’s Leadership Team, the Manager, Communications & Engagement will:

- Have joint responsibility for short and long-term planning and monitoring day-to-day operations.
- Promote and support the concept of ombudsmanship through effective planning, decision making, and resource allocation.
- Ensure services and programs provided are effective, efficient, economical, and in an environmentally-sensitive manner.
- Promote the mission, vision and values of the OPO.
- Guide the resources of the OPO through effective policy setting.
- Ensure the efficient utilization of resources through ongoing audits/reviews and measurements.
- Promote the best interests of the OPO, the Patient Ombudsman and all staff members.
- Participate in a variety of internal committees, task forces and working groups.
- Represent the OPO at various external functions/activities.

The Manager, Communication & Engagement will also be responsible for:

- Planning, organizing, integrating and measuring the work of the Team with a participative management style.
- Ensuring staff within the Team use the mutually agreed upon work plans as the basis for defining activities for their subsequent review.
- Providing training, coaching and development plans for staff, compatible with both OPO and their personal goals, supporting a learning and collaborative environment. Manage the Performance Management cycle.
- Promoting a collaborative, learning and team-based culture through role modelling and encouraging others; supports continuous learning and encourages innovation.
- Building and nurturing an environment that supports staff to achieve business results, provide excellent customer service, effective decision-making, lead healthy lifestyles and maintain a safe workplace.
• Ensuring the cost-effective and responsible management of the Team’s financial, material and human resources to achieve results.
• Coordinating and administering the Team’s budget.
• Developing and administering policies and procedures; maintain appropriate records.
• Maintaining managerial capacity to meet changing requirements and demands.
• Identifying risks to the OPO and take measures to mitigate the risk.
• Leading the team’s work in a manner that ensures compliance with legislation and policies including, but not limited to, the Excellent Care for All Act, the French Language Services Act, the Accessibility for Ontarians with Disabilities Act, the Ontario Human Rights Code, the Employment Standards Act, the Occupational Health and Safety Act, the Freedom of Information and Protection of Privacy Act, the Personal Health Information Protection Act, and our organizational policies.

Communications Services:
- Provides communication support and advice to the Patient Ombudsman and the OPO Leadership Team.
- Develops communications plans with multi-faceted programming (including media relations, digital and social, stakeholder relations) for special initiatives (e.g., own-motion investigation reports, annual report), to managing their implementation, to communications management and strategic support.
- Plays the lead role on media relations for the OPO.
- Facilitates both proactive and reactive issues management.
- Manages relationships with stakeholders to ensure project/communications deliverables and expectations are effectively managed and any issues are resolved.
- Builds relationships with industry colleagues, government representatives, and media/communications organizations to remain current on industry best practices and emerging products and trends.

Outreach/Engagement Services:
- Develops and executes outreach plans to enhance awareness and educate patients, caregivers, health sector employees and others on the mandate of the Patient Ombudsman, including the complaints process, expectations and potential outcomes.
- Develops and executes engagement plans to ensure patient, caregivers, health sector employees and others are consulted and provide input into the development, and future changes, to the complainant/respondent experience.

Reception Services:
- Ensures reception services are provided in a manner that meets the needs of visitors and supports the operational needs of staff.

HOW DO I QUALIFY?

To be considered for this opportunity, you will have:

Education:
- Post-secondary university degree specializing in communications, media relations, marketing or any other discipline related to the position, or an acceptable combination of education, training and/or experience.

Experience:
• A minimum of 5 years’ experience in developing strategic direction and in managing comprehensive communications programs, services and products, preferably in the health care sector. Preference will be given to candidates who have held this type of role within the past three years.
• A minimum of 5 years’ experience at the management level in providing strategic advice and counsel on complex and sensitive communications issues, preferably in the health care sector. Preference will be given to candidates who have held this type of role within the past three years.
• Recent experience working with social media and creating/managing website content.
• Experience in working with a diversity of partners and stakeholders to develop relevant outreach/engagement strategies and programs.
• Experience developing proactive and reactive media relations strategies.
• Experience creating publications for targeted audiences.
• Experience in managing human and financial resources within a relevant communications environment and in a manner to reflect modern, changing communication practices.

Knowledge & Skills:
• Knowledge of leading edge engagement and communications practices and technologies.
- Excellent written and oral communication skills.
- Excellent project management skills.
- Excellent leadership skills to develop, assess and guide staff to meet the goals of the organization and to meet operational objectives.
- Demonstrated experience applying progressive human resource management and financial management skills.
- Strong analytical skills to assess information/data, identify gaps/process improvements, and implement solutions.
- Understanding of the Excellent Care for All Act and Ontario’s health care sector.
- Demonstrated commitment to customer service and quality principles in service delivery.
- Demonstrated ability to identify risks and take appropriate steps to mitigate risks.
- Demonstrated ability to work with and respond effectively in a diverse population.
- Bilingual in English and French would be an asset.

Qualified applicants are invited to submit a covering letter and resume to HQORes@hqontario.ca by 4:30 p.m. on the closing date, quoting the above competition number as well as your name. We thank all candidates for their interest, however, only those selected for an interview will be contacted.

We are committed to meeting the needs of all individuals in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code. Should you require accommodations during the recruitment and selection process, please contact Human Resources.