

JOB POSTING

Position Title:	Manager IDEAS, and Quality Improvement Learning
Department:	Strategic Partnerships
Reports To:	Director, Strategic Partnerships
Location:	Toronto
Status:	Full-Time (37.5 hours per week)
Posting Period:	May 8-May 22, 2018
Competition Number:	2018-081

Health Quality Ontario is the provincial advisor on the quality of health care. With the goal of excellent care for all Ontarians, Health Quality Ontario reports to the public on how the system is performing, develops standards for what quality care looks like, evaluates the effectiveness of new health care technologies and services, and promotes quality improvement aimed at sustainable positive change. Visit www.hqontario.ca for more information.

THE OPPORTUNITY

Reporting to the Director, Strategic Partnerships, the Manager IDEAS (Improving and Driving Excellence Across Sectors), and QI Learning works in collaboration with others to build quality improvement capacity and a quality culture within and across the system to support health care and system improvement.

Currently in its sixth year, IDEAS consists of two accredited learning programs (a Foundations and an Advanced program), online resources, and an Alumni program. IDEAS is delivered through a partnership between Health Quality Ontario, The Institute Health Policy, Management and Evaluation, the Institute Clinical Evaluative Sciences and the six medical schools. As the provincial program for QI capacity building, IDEAS equips health care professionals from all disciplines and sectors with the knowledge, practical tools and skills to confidently lead and implement quality improvement initiatives to improve patient outcomes. Working with IDEAS partners, and leading a team of 4 quality improvement advisors, the Manager IDEAS and QI Learning contributes to the ongoing development and delivery of the IDEAS program, leads the ongoing development and execution of the Alumni program and the coaching model to meet QI learning needs across the province and the realization of a vibrant, networked QI community that is connected, supported and engaged.

Note that this position is full time and intended to be ongoing in nature but is subject to funding approved on a biennial basis.

WHAT CAN I EXPECT TO DO?

Leadership and Staff Management:

- Act as a role model, providing team leadership and management support to 4 team members

- Manage an overall program of work, including contributing to the continued evolution and delivery of the IDEAS program, planning and executing the Alumni program and coaching model
- Create strategic linkages with other relevant QI initiatives and learning programs to foster spread and extend capacity
- Manage staff through performance reviews, setting objectives and personal development plans, mentoring, providing practical support and advice on day-to-day work, creating a strong culture of team work, ensuring staff have access to appropriate training opportunities and undertaking disciplinary procedures as required
- Support operational and reporting activities including ensuring consistency and compliance with corporate human resource, procurement, financial and general administrative policies and approval processes

Planning and Organization; Build Capacity and Knowledge

- With the Director, and in consultation with other stakeholders, develop and implement the annual work plan, translating strategic program objectives into actionable projects
- Support the Director in the planning, monitoring and allocating work for the unit to ensure delivery according to the agreed timetable, high standards and allocated budget
- Set targets and monitor performance and quality assurance, ensuring that the planning and co-ordination of resources and processes delivers on business plan commitments
- Implement measurement and evaluation tools, methods and processes for the unit's activities

Relationship Management and Partnership

- Build and maintain strong relationships with system partners to advance the development of a provincial QI community and culture e.g. IDEAS partners, sector partners such as community support and community mental health
- Apply knowledge of the roles, authority and priorities of the various external stakeholders in the health care system to manage operations and develop operational strategies/solutions in the context of the system as a whole
- Ensure alignment of program activities with HQO's mission, vision, values and strategic plan and the work of the other branches within HQO
- Develop collaborative working relationships with senior leaders, peers and employees across HQO to identify opportunities to share information, resolve issues and collaborate on projects and initiatives

Communication

- Develop a range of materials including project status reports, executive correspondence, reports, presentations and a wide variety of other materials for stakeholders
- Ensure effective and timely communication with committees, the Ministry of Health and Long-Term Care and other stakeholders, including attending meeting and delivering presentations
- Support the Director in acting as a key contact point for the unit's area of work, which often requires liaising and networking within HQO and with external partners
- Work with the Communications team to develop and maintain a communication strategy for the work of the unit
- Represent the unit at conferences meetings and events and report back to colleagues as appropriate

Financial

- Manage and monitor team budget and financial performance; report on variance and recommend or take action to manage expenditures within approved levels
- Support the commissioning of external work and oversee the management of contracts and working relationships as appropriate
- Support the Director in strategic and budget planning

HOW DO I QUALIFY?

To be considered for this opportunity, you will have:

Education:

- Undergraduate degree in a health/clinical discipline, adult education, quality improvement, other related discipline
- Master's degree in a health/clinical discipline or relevant degree is preferred e.g. quality improvement
- Certification in Quality Improvement preferred (e.g. IDEAS, IHI advisor certifications)

Experience:

- 5+ years of demonstrated progressive experience working in the health sector, 7+ years preferred.
- 3+ years of experience as a manager in the health field leading collaborative quality improvement initiatives and/or other significant change initiatives requiring cross team collaboration, 4+ years preferred
- Experience with the use of digital solutions to foster connectivity, learning and engagement is preferred
- Familiarity with current provincial priorities for improving the quality and delivery of care and strong knowledge of the health system
- Experience designing and delivering programs to promote engagement, networking and knowledge exchange e.g. communities of practice, Alumni programs

Key Competencies:

Leadership and Staff Management

- Excellent leadership and people management skills to establish a high performing team

Planning and Organization

- Excellent judgment skills in setting priorities, identifying issues, problem solving
- A strategic thinker with strong organizational skills, responsive and flexible as needed to achieve goals

Relationship Management and Partnership

- Able to create effective collaborations and partnerships
- High degree of emotional intelligence, respectful of differing perspectives and able to respond to a wide variety of issues and deal with unclear situation and conflicting demands

Communication

- Excellent written and oral communication skills to deliver presentations to support program delivery and to communicate expectations

Financial Management

- Understanding of budgeting, and financial management

Technical Competencies

- Expertise with Adult education methods, QI science tools, Alumni program strategies
- Background knowledge and understanding of Ontario's health system and health issues
- Proficiency in MS Office Suite, in particular Outlook, Word, PowerPoint Excel, Visio, Project

Key Organizational Competencies:

- **Think Strategically:** Think broadly to build long-term success; understand health care system impacts and maintain internal alignment.

- **Develop People:** Grow leadership capacity by investing time and resources to attract, retain and develop people. Build skills.
- **Be Agile:** Quickly respond to and shape an ever-changing health care system. Adapt, navigate and thrive in changing circumstances.
- **Act as One Organization:** Align on and build consistent business processes; set standards to ensure effective, quality health care delivery.
- **Nurture Partnerships and Relationships:** Cultivate effective and influential working relationships (internal and external) and collaborate to achieve mutually beneficial goals. Work effectively across the system.
- **Build Credibility:** Take personal ownership for delivering results and adding value in every interaction. Continually earn our place as a critical player in the Health Care landscape.

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.

Health Quality Ontario is 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

For additional information on Health Quality Ontario, please visit our website at www.hqontario.ca.