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JOB POSTING

Position Title:	Manager, Program Delivery
Department:	Quality Improvement
Reports To:	Director, Program Delivery
Location:	Toronto
Number of Positions:	1
Status:	Regular, Full Time
Posting Period:	August 31 - September 14, 2017
Competition Number:	2017-113

Health Quality Ontario (HQO) is the provincial advisor on the quality of health care in Ontario, evaluating the effectiveness of health care technologies and services, providing evidence-based recommendations, reporting to the public on the quality of the health system, and supporting the spread of quality improvement throughout the system.

THE OPPORTUNITY

Are you a passionate health care manager looking for an exciting opportunity to shape the high quality care for all Ontarians? The Quality Improvement Branch has an opening for a dynamic individual to provide leadership in Quality Improvement Program Delivery.

- The Manager of Quality Improvement (QI), Program Delivery provides leadership, coordination, mentorship and expertise to a diverse team, in collaboration with key stakeholders, to achieve the successful implementation of quality improvement initiatives provincially. The Manager is a member of the QI Management team and a participant in other key leadership/management committees and forums across HQO. The Manager is knowledgeable about the overall HQO strategy, and how efforts in QI contribute to overall goals for improved quality in ON
- The Manager provides leadership, to staff responsible for all aspects of program development and delivery including the spread of best practices and development of relationships across the Province through multiple, cross-sectoral and collaborative partnerships, with Ontario's Local Health Integration Network (LHINs) and other regional healthcare system stakeholders
- The Manager is responsible for development of an approach that ensures strong regional relationships (with LHINS), and use of HQO resources to foster a strong collaboration and knowledge of QI capacity and initiatives across regions of ON. The Manager identifies opportunities to establish pan-provincial communities of practice, and leverage existing regional networks to advance the goals of quality improvement in ON
- The Manager develops and maintains effective relationships with QI experts in leading organizations for collaborative efforts and with provincial government leaders to influence provincial policies
- The Manager collaborates with other Managers and leaders within the branch and across the organization to support the execution of key QI Branch deliverables and corporate deliverables. This includes the deployment of staff to support QIP analysis, and/or use of QIP reports, etc.

WHAT CAN I EXPECT TO DO?

Leadership and Staff Management

- Acts as a role model providing team leadership and management support to team members
- Manages an overall program of work, both within the Quality Improvement Branch and with system partners
- Actively contributes as a member of the QI Management team and supports the achievement of overall QI deliverables and, where required, cross HQO goals and objectives

- Supervises the day-to-day activities of staff, assigning and directing work, providing mentorship and advice and overseeing work produced by staff, resolving issues, ensuring ongoing work quality and monitoring workloads. Provides guidance and supports the Team Lead with staffing requirements, and strategic support to the design and delivery of major program deliverables
- Manages 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 and grievance procedures as required
- Identifies staff performance issues/areas of concern, developing and recommending improvement plans and/or corrective courses of action
- Participates in appropriate training and development activities and encourages and supports the development and training of other staff
- Recruits and supervises program and project team members within an approved staffing structure to facilitate delivery of the program
- Supports operational and reporting activities including ensuring consistency and compliance with corporate human resource, procurement, financial and general administrative policies and approval processes
- Fosters and supports the development of an overall culture consistent with the values of HQO. Collaborates well with other managers and colleagues across the QI branch and HQO
- Plans and implements knowledge exchange events and learning programs to support a culture of continuous quality improvement
- Ability to relate the theory and practice of quality improvement to the design and effective implementation of quality improvement projects; be skilled in working cooperatively in teams, manage team dynamics, harness the best out of team members, and facilitate conflict resolution
- Manage projects, people, time and other resources to achieve agreed-upon goals and targets, under strategic and policy direction

Relationship Management and Partnership

- Applies 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
- Collaborates with internal and external project teams, partners, government, working groups, committees, and colleagues on projects and deliverables
- Ensures alignment of program activities with HQO's mission, vision, values and strategic plan and the work of the other branches within HQO
- Develops collaborative working relationships with senior leaders, peers and employees across the HQO to identify opportunities to share information, resolve issues and collaborate on projects and initiatives
- Develops effective working relationships with industry colleagues to remain current on industry best practices, emerging trends and/or shifts in regulatory requirements
- Implements policies and procedures, monitoring progress against the strategic plan and adjusting plans and strategies in line with a changing environment
- Contributes to leading Quality Improvement Branch strategic, operational and business plans

Communication

- Employs written and oral communication skills in order to develop a range of materials including project status reports, executive correspondence, reports, presentations and a wide variety of other materials for third parties
- Ensures effective and timely communication with committees, the Ministry of Health and Long-Term Care and other stakeholders
- Supports the Vice President and 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
- Attends relevant meetings where the Manager will be required to carry out presentations and provide information to committees and/or stakeholders on Quality Improvement processes and current activities
- Works with the Communications team to develop and maintain a communication strategy for the work of the unit
- Establishes and maintains effective working relationships and engagement with internal teams and external colleagues
- Represents the unit at conferences meetings and events and reports back to colleagues as appropriate
- Produces and presents evaluation and progress reports to the Senior Management Team and HQO's Board, when required

Planning and Organization

- Contributes to business planning as an active participant in the program teams
- With the Director, and in consultation with other stakeholders, develops and implements the annual work plan, translating strategic program objectives into actionable projects
- Supports 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
- Sets targets and monitors performance and quality. Ensures that the planning and co-ordination of resources and processes delivers on business plan commitments
- Implements measurement and evaluation tools, methods and processes for the unit's activities
- Works closely with senior staff to inform the future strategic direction of the branch

Financial

- Manages and monitors budget and financial performance for the work of the team. Reports on variance from approved budget and recommends or takes action to manage expenditures within approved levels
- Supports the commissioning of external work and overseeing the management of contracts and working relationships with external field evaluation partners as appropriate
- Supports the Vice President and the Director in strategic and budget planning for the branch

HOW DO I QUALIFY?

To be considered for this opportunity, you will have:

Education:

- Bachelor degree in health sciences, health informatics, science or other related discipline.
- Master's degree in a health discipline (e.g., health science, health policy or health administration), or in a discipline relevant to quality improvement is preferred

Experience:

- 7+ years of experience working in the health or public sector, with evidence of progression
- 3+ years of experience as a manager in the health or policy field leading quality improvement initiatives and/or other significant change, preferred
- Experience that cross multiple sectors of the health field (Acute, community and primary care, LTC), an asset

Preferred Technical Skills:

- Certification in one of the following: Lean Six Sigma Green or Black Belt, Society of Manufacturing Engineers Bronze Lean Certification, IDEAS Advanced Learning, or Institute for Health care Improvement Advisor.
- Change Management Certification

Key Competencies:

- Excellent understanding of Ontario's health care system, including gaps between actual and ideal care, reasons for these gaps and understanding of potential mechanisms available to close them
- Ability to effectively manage, mentor and motivate direct reports
- Excellent understanding of the challenges related to translating evidence to practice
- High level of tact and diplomacy to enable effective working across organizational boundaries and to influence without authority
- Strong interpersonal skills, with the ability to build strong relationships with a wide variety of stakeholders and experience in building consensus
- Excellent analytical skills. In particular, the ability to take relatively amorphous concepts and express them precisely, in a measurable way
- Highly organized with priority setting and workload management skills to coordinate multiple, concurrent issues and projects and provide direction to staff
- Able to effectively respond to multiple, changing demands and tight timelines
- Ability to negotiate, motivate and respond flexibly to complex and challenging situations

Key Organizational Competencies:

- **Think Strategically.** Able to relate the theory and practice of strategies that support, implement and drive relevant HR principles and best/leading practices
- **Develop People.** Exhibits a commitment to developing others. Demonstrates outstanding team building to build a high functioning and high performing team
- **Act as one organization.** Works cooperatively in teams, harnessing the best out of team members, and resolving conflicts. Maintains a strong presence as a leader
- **Nurture partnerships and relationships.** Able to develop, cultivate and leverage positive working relationships and partnerships, both internally and externally. Values diversity and demonstrates respect for others
- **Build credibility** through commitment to ethical behaviour. Exercises sound judgement and is decisive, including confidential/sensitive situations where the use of discretion is required
- **Being Agile** by proactively shaping and thriving in complex and changing environment

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.