

10th Floor
130 Bloor Street West
Toronto ON M5S 1N5
Tel: 416 323-6868
Toll-free: 1 866 623-6868
Fax: 416 323-9261

10^e étage
130, rue Bloor Ouest
Toronto ON M5S 1N5
Tél. : 416 323-6868
Sans frais : 1 866 623-6868
Télééc. : 416 323-9261



JOB POSTING

Position Title:	Manager, Public Reports
Department:	Health System Performance
Reports To:	Director, Public Reports
Location:	Toronto
Number of Positions:	1
Status:	Regular Full-time
Posting Period:	August 8– August 21, 2017
Competition Number:	2017-103

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

The Manager of Public Reporting leads a team to support the public reporting portfolio of the Health System Performance branch of Health Quality Ontario. The Manager actively works to identify opportunities and oversee the planning, development, production and release of reports on the performance of Ontario's health system. These reports may include the yearly report, specialized reports, online reporting and quality standards reports.

The reports align with HQO strategic priorities, areas of focus, quality improvement initiatives and health care quality standards and evidence based recommendations. Reports are based on system performance data and written for multiple audiences as a vehicle for transparency and accountability. A key component of the reporting is engaging system and sector stakeholders, subject matter experts, health care providers as well as patients, families, caregivers and people with lived experience.

The Public Reports team consists of two managers, each works under the strategic guidance of the Director to provide oversight for the development of reports. and is responsible for the following key activities:

- Inspire and lead a team of direct and indirect reports to deliver on team and organizational accountabilities.
- Provide team coordination and management leadership to ensure the successful planning, execution and delivery of team and organization accountabilities;
- Ensure that deliverables meet timelines, expectations and budget allocations;
- Support the development and implementation of HQO's strategic plan, business plan and Accountability Agreement and the branch's operational plan to meet HQO's strategic, functional and operational goals.

The manager leads a team that consists of 3 team members, with opportunity for growth.

WHAT CAN I EXPECT TO DO?

Leadership and Staff Management

- Manage an overall program of work within the Public Reports team
- Acts as a role model providing leadership and management support to team members.
- Actively contribute as a member of the Health System Performance (HSP) Management team and support the achievement of overall HSP and Health Quality Ontario goals and objectives.
- Determine resources and capacity of the team and developing overall workplan for products to be delivered as outlined in business planning.
- Supervise the day-to-day activities of team, assigning and directing work, providing mentorship and advice and overseeing work produced by staff, resolving issues, ensuring ongoing work quality and monitoring workloads.
- Manage team 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.
- Assist the team in achieving their goals through facilitation, problem-solving, decision-making and conflict management support;
- Identify performance issues/areas of concern, developing and recommending improvement plans and/or corrective courses of action
- Participate in appropriate training and development activities and encouraging and supporting the development and training of other staff.
- Recruit and supervise program and project team members within an approved staffing structure to facilitate delivery of the program.

Relationship Management and Partnership:

- Collaborate well with other managers and colleagues across the Health System Performance branch to deliver on the team's accountabilities
- Collaborate with other managers, colleagues across Health Quality Ontario
- 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.
- Collaborate with internal and external project teams, partners, government, working groups, committees, and colleagues on projects and deliverables.
- Ensure alignment of program activities with Health Quality Ontario's mission, vision, values and strategic plan and the work of the other branches within Health Quality Ontario.
- Develop collaborative working relationships with senior leaders, peers and employees across the Health Quality Ontario to identify opportunities to share information, resolve issues and collaborate on projects and initiatives.
- Implement policies and procedures, monitoring progress against the strategic plan and adjusting plans and strategies in line with a changing environment.
- Contribute to leading Health System Performance strategic, operational and business plans

Communication:

- Employ 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.
- Ensure effective and timely communication with committees, the Ministry of Health and Long-Term Care and other stakeholders.
- Support the Vice President and Director in acting as a key contact point for the team's area of work, which often requires liaising and networking within Health Quality Ontario and with external partners.
- Attend relevant meetings where the Manager will be required to carry out presentations and provide information to committees and/or stakeholders on public reporting processes and current activities.

- Work with the Communications team to develop and maintain a communication strategy for the work of the team.
- Establish and maintain effective working relationships and engagement with internal teams and external colleagues.
- Represent the team at conferences, meetings and events and reporting back to colleagues as appropriate.
- Produce and present evaluation and progress reports to the Senior Leadership Team and Health Quality Ontario's Board, when required.

Planning and Organization:

- Support operational and reporting activities including ensuring consistency and compliance with corporate human resource, procurement, financial and general administrative policies and approval processes.
- Contribute to business planning as an active participant in the program teams.
- 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 team to ensure delivery according to the agreed timetable, high standards and allocated budget.
- Set targets and monitoring performance and quality assurance.
- Ensure 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 team's activities
- Work closely with senior staff to inform the future strategic direction of the team's activities
- Lead process improvement effort to optimize the team's capacity in delivering various reports to the health care system and the public

Financial:

- Manage and monitor budget and financial performance for the work of the team; report on variance from approved budget and recommend or takes action to manage expenditures within approved levels.
- Support the commissioning of external work and oversee the management of contracts and working relationships with external field evaluation partners as appropriate.
- Support the Vice President and the Director in strategic and budget planning for the Public Reporting team.

HOW DO I QUALIFY?

To be considered for this opportunity, you will have:

Education:

- A Graduate degree in Health Sciences, Health Informatics, Applied Sciences, Project Management or similar. (A Master's degree in Business Administration or Health Administration, Health Science or related field is preferred).

Experience:

- 10+ years of experience working in the health or public sector, with evidence of progression
- Experience leading, developing and/or writing health system reports, articles or academic publications.
- Experience engaging and partnering with multiple stakeholders across sectors and/or condition areas of the health system (Acute, community and primary care, home care, long-term care, mental health, etc.)
- 2+ years of experience as a manager in the health or policy field

Technical Skills:

Project Management Professional (PMP) or equivalent project management training

Key Competencies:

Team Building

- Models leadership
- Builds effective teams
- Cultivates learning and growth
- Inspires innovation

Planning

- Sets program plans and priorities
- Develops project plans and evaluation frameworks
- Uses and adapts processes and governance models

Delivers

- Achieves Results
- Manages/Leads change opportunities
- Promotes innovation and creativity

Communication

- Communicates clear vision and expectations
- Fosters collaboration and partnerships

Personal Attributes

- Self-Awareness
- Integrity
- Commitment to excellence
- Collaborative
- Respectful

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.