

EMPLOYMENT OPPORTUNITY

Women's College Hospital is the first and only independent, academic, ambulatory care hospital in Ontario with a primary focus on the health of women. If you're ready to be part of the future of healthcare, then you will want to join an institution in which the possibilities for creative innovation, breakthroughs in new thinking and groundbreaking work in academic ambulatory medicine are limitless. Women's College Hospital is committed to patient safety as a key professional value and an essential component of daily practice.

With the launch of our new Strategic Plan in 2018, WCH has entered an exciting phase of its history – strengthening its bond with partners and introducing a new and inspiring vision: Healthcare revolutionized for a healthier and more equitable world. Aligned with this strategy, WCH is embracing this vision with a focus on virtual care and translating this to the Health Care Team

Reporting to the Manager of Women's Virtual Clinics, at Women's College Hospital. The **Project Manager, Women's Virtual** (WV) is responsible for supporting the implementation of WV clinical programs optimizing service design using a human factor-based approach, incorporating patient journey maps into operational processes in alignment with the WV strategic plan. The Project Manager will guide the implementation of the strategy through effective project management (PM) and establishing and achieving program targets. The Project Manager builds and fosters strong working relationships with internal and external system stakeholders and consults widely to ensure broad engagement on matters related to implementing program initiatives aligned with the overall WV strategy. They will provide leadership in the following areas: service design, change management, proposal writing, engagement and partnership with multiple community providers, tracking and reporting of program metrics, and problem resolution.

Summary of Duties, but not limited to:

Project Management

- Project manage virtual clinics and programs - prioritize project objectives, define tasks and timelines with the goal of optimizing achievement of project deliverables on schedule
- Work collaboratively with internal and external stakeholders, to plan and co-ordinate new programs and services, conducts primary care and physician specialists outreach, engaging and recruiting them into the WV programs
- Work closely with WV and clinical leadership to ensure that priorities, tasks and timelines are established and understood.
- Design and manage program-wide planning processes for WV, including processes to develop and manage ongoing monitoring of program goals, targets and key performance indicators (KPIs).
- Collaborate with project/team leads, clinicians to ensure that risks, potential obstacles and outcomes are clearly identified, incorporated into the project plan, and mitigated

Program Implementation and Performance Monitoring

- Responsible for ensuring the progress of Virtual Clinical Programs by establishing and achieving deliverables and milestones within the program to meet targets for delivery, patient and provider access
- Develops Key Performance Indicators regularly analyzes data and makes recommendations for improvement
- Partner with departmental/program teams to establish aligned implementation, action plans and performance reporting systems.
- Experience in implementing new models of care with multiple stakeholders
- Champions change and effectively manages the implementation of new program ideas.

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- Anticipates, understands, and responds to the needs of partners, internal and external system stakeholders to ensure projects reflect the overall WV program needs, and meets or exceed patient and users expectations
- Ensures that project risks are documented and mitigation strategies identified and escalates challenging issues or problems to management, as appropriate
- Discovers ways to enhance efficiency and productivity of procedures and people

Stakeholder Engagement and Strategic Communications

- Provide facilitation of women's virtual priorities working groups and contribute as a member and/or expert resource on internal and external committees and teams as required.
- Develop funding proposals, briefing notes strategically driven business cases in partnership with internal and external stakeholders.
- Ensure key stakeholders are kept informed of project developments and milestones through the maintenance of clear, detailed plans, performance reports, and communications.
- Positively influences others to achieve project results that are in the best interest of the Hospital

As a role model and champion you will work to identify and integrate safe, best practices into daily activities to foster the delivery of safe and exemplary care.

The responsibilities described above are representative and are not to be construed as all-inclusive.

Qualifications/Skills:

- Master's degree in health administration, Business or relevant discipline required.
- Project Management Professional (PMP) designation required.
- Minimum five (5) years' experience in progressively responsible leadership & project management in a dynamic, complex work environment.
- Experience implementing clinical programs involving multiple stakeholders and system partners
- Strong written communication skills with experience in writing and developing successful funding proposals for the Ministry of Health / Ontario Health.
- Experience analyzing workflows and developing patient journey maps an asset.
- Deep understanding of the Ontario health care system strategies, policies, stakeholders, and key issues
- Experience in establishing Key Performance Indicators, analyzing data, and making recommendations for improvement.
- Strong presentation and writing skills to successfully engage and collaborate with a wide variety of stakeholders including clinic, executive, leadership and public audiences
- Demonstrated ability to establish and maintain positive working relationships with others and ability to work both as a member of a team and independently to advance action
- Demonstrated strong interpersonal and stakeholder management skills, influence others and establish credibility with individuals at all levels of the organization
- Superior verbal and written communication skills including the ability to communicate complex information into clear, concise messages and compelling visuals
- Excellent organizational, planning and time management skills, with the ability to self-manage while supporting multiple, often competing priorities
- Proficient computer skills and the ability to work with Microsoft Office software, including Word, Excel, Outlook, Project and PowerPoint
- Demonstrated record of good performance and acceptable attendance will be considered as part of the selection criteria

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- Professional behaviour and communication that meets the standards of the professional regulatory college or association, as applicable, and the standards of Women's College Hospital
- This position plays a critical role in acting as an advocate for safety and will demonstrate principles, practices and processes that will optimize a safe environment for all

Application Instructions:

Please apply online by clicking [here](#) or visit our career website (<https://www.womenscollegehospital.ca/about-wch/careers/>) to submit your application directly to Job #: J0521-1721 Project Manager – Women's Virtual (Program Implementation) **by Monday June 21, 2021, at 11:59 pm EST.**

We thank all applicants for their interest in Women's College Hospital. We will only contact those selected for an interview.

Women's College Hospital is a fully affiliated teaching hospital of the University of Toronto and is committed to fairness and equity in employment and our recruitment and selection practices. We encourage applications from Indigenous peoples, people with disabilities, members of sexual minority groups, members of racialized groups, women and any others who may contribute to the further diversification of our Hospital community. Accommodation will be provided in all parts of the hiring process as required under our Access for People with Disabilities policy. Applicants need to make their requirements known in advance.