



EMPLOYMENT OPPORTUNITY – EXTERNAL

Community Care Access Centres (CCACs) are the local point of access to community-based health care services. CCACs are funded by the Ministry of Health and Long-Term Care and were created to coordinate a variety of health services to maintain an individual's health, independence and quality of life. There are 14 CCACs in Ontario working together in the community to enhance access and coordination for people across the province. CCAC staff assist their clients in planning and making informed choices about health care options. They work in partnership with clients, families, care providers, hospitals, long-term care homes and others to ensure that the right care is available at the right time and place.

We are currently seeking a **PERFORMANCE MANAGEMENT CONSULTANT**

Competition #	2010-044
Date Posted:	April 9, 2010
Date Closed:	April 23, 2010
Start Date:	Immediately
Reports to:	Manager, Quality and Risk
Category:	Permanent Full-Time (1.0 FTE)
Current hours of work:	M-F, 8:30am-4:30pm
Team:	Quality and Risk
Current primary assigned location:	Etobicoke

POSITION OUTLINE:

The Performance Management Consultant contributes to a culture of quality improvement, risk management, performance effectiveness and accountability by supporting the development and implementation of the organization's risk management program, quality improvement framework, and associated toolkit.

You will facilitate process improvement, including the setting of quality measures, identification of areas for improvement, and use of quality improvement tools and techniques. This role will also support the development and implementation of process maps, policies and procedures and associated scorecards.

Specific responsibilities include:

- Contribute to the creation and implementation of Quality Improvement tools and improvement resources
- Support a portfolio of project(s) applying project management framework and quality improvement framework
- Facilitate cross-functional process improvement by coaching cross-functional project teams in the application of the Quality Improvement Framework and Project Management Framework
- Works with the Performance Management & Accountability team to develop and monitor organizational processes, performance scorecards and reports.
- Supports the development of policies and procedures for the organization.
- Works with the portfolios (Client Services, Corporate Services, etc) to analyze organizational processes and performance, including the identification of key areas for action/improvement, application of quality improvement tools and techniques, selection of quality measures and design of improvement plans.
- Contribute to the creation, planning and implementation of processes and related documentation by conducting process mapping, analysis, and redesign to drive operational improvements across the organization
- Contribute to the implementation and maintenance of the organization's risk management program, risk management scorecard, emergency preparedness and pandemic planning
- Participate in committees related to risk management, safety and quality improvement
- Contribute to the implementation and of accreditation and programs for excellence.

QUALIFICATIONS:

- University degree in healthcare related discipline.
- Quality Improvement, Project Management and/or Risk Management training/education and/or certification is highly desirable.
- 2 or more years of experience in a healthcare quality improvement, process management and/or risk management environment.
- Demonstrated experience of working with business process, process mapping, documentation and quality tools and improvement programs.
- Knowledge of current trends and developments in the Quality and Risk Management field, the NQI principles and process improvement techniques.
- Knowledge of Risk Management and Privacy Legislation is an asset.
- Experience with accreditation process is an asset.
- Excellent computer skills
- Ability to work as part of a team as well as independently
- Excellent organizational, project management, interpersonal and communication skills.
- Strong customer service philosophy.
- Demonstrated skills in organization and time management.
- Ability to multi-task with strong attention to detail within a fast-paced environment with changing priorities.
- Adherence to confidentiality policy and legislation for sensitive personal, financial and health information.
- Ability to travel between all of MH CCAC office locations.

Only external applicants being considered for an interview will be contacted.

All applicants interested in this position are requested to forward a current resume with covering letter to <https://secure.randstadrpo.ca/mhccac/view/apply.asp>

Alternatively you may fax to 416-848-1084, or mail to MH CCAC Recruitment Initiative, 60 Bloor Street West, Suite 1400, Toronto, Ontario, M4W 3B8 quoting Competition# 2010-044 in the Subject Line.

Should you have any inquiries regarding the status of your application, please feel free to contact our employment hotline at 1-866-760-9203.

For more information on MH CCAC please visit our website at <http://www.mh.ccac-ont.ca>