

Program Manager(s), Quality Improvement

- **four positions available**

Initiatives: Long-Term Care and Acute Care

In this role, you will support the Health Quality Ontario team and various initiatives which improve quality across sectors specific to long-term and acute care and be responsible for providing direction to the overall team in the building of critical relationships and the development and/or delivery of quality improvement programs and products across the province in order to strengthen the health care system's capacity for quality improvement.

Key Responsibilities:

- Providing leadership, mentorship and content expertise to staff responsible for all aspects of program development and delivery
- Leading the development and implementation of Health Quality Ontario's capacity building framework for program development and/or delivery of strategies, plans and priorities for an assigned Quality Improvement
- Providing leadership and coordination of multiple, multi-year concurrent projects for the identification, design, development, implementation and evaluation of evidence-based practice, protocols and QI tools
- Developing recommendations for advancing the quality improvement mandate and managing the implementation of the strategy and plan while accelerating the development of practices and systems fundamental to driving quality and critical change management across the health care system
- Providing human resources management of assigned staff including overseeing the recruitment and orientation of employees, managing the employment process including onboarding and dismissal of staff, setting team priorities and assigning tasks, establishing performance standards and measures, conducting performance reviews and managing day-to-day issues
- Planning and implementing knowledge exchange learning programs and events to support a culture of continuous quality improvement
- Contributing to reports or other communications efforts, as required, to ensure partners and stakeholders are aware of project activities.

Position Requirements:

Education and Experience:

- A master's degree in a health discipline (e.g., health science, health policy or health administration) or in a discipline relevant to quality improvement
- Progressive management experience normally acquired through 10 years of professional work experience in leading quality improvement initiatives and developing and delivering Quality Improvement programs and products

- Experience managing a professional team with administrative responsibilities involving recruitment, performance appraisals and budget management

Knowledge:

- A solid understanding of the complexities of the Ontario health system including cross-sector and multi-sectorial relationships
- Knowledge of the Model of Improvement and Collaborative Learning Methodology
- Certification in quality improvement (e.g. IHI Improvement Advisor, Six Sigma, LEAN)

Competencies:

- The ability to relate the theory and practice of quality improvement to the design and effective implementation of quality improvement projects
- Skilled in working cooperatively in teams, managing team dynamics and resolving conflicts
- Demonstrated skills to manage projects, people, time and other resources to achieve agreed-upon goals and targets
- Skills to develop rapport with health providers
- Excellent oral and written communication skills to communicate effectively and constructively and prepare clear and concise reports
- The ability to use software tools effectively for communications and for project management
- Excellent change management skills

Personal Attributes:

- Initiative and independence – the ability to take action without requiring excessive direction and anticipate organizational needs
- Creativity – in assessing problems and finding solutions
- The ability to inspire others – to engage and pursue quality improvement
- Persistence – staying power and tenacity
- The ability to deal with ambiguity and bring structure to a process.
- Objectivity and integrity – the ability to seek and weigh opinions and evidence
- Diplomacy and tact – the ability to deal effectively with colleagues, Council members, external partners, stakeholders and the public
- Flexibility and ability to work in a team environment.

Please send your application to **HR@hqontario.ca** by **Friday, May 6, 2011**. Please indicate the specific area of interest (Long-Term Care or Acute Care) you are applying for when you submit your application.

We thank all applicants for their interest; however, only those selected for an interview will be contacted