



## **Employment Opportunity**

### **Central Community Care Access Centre Senior Manager, Organizational Development and Quality**

One (1) Regular Full-time Position  
Initial Assigned Location: Richmond Hill

#### **POSITION SUMMARY**

Reporting to the Director, Organizational Effectiveness, this position is responsible for leading, developing, managing, implementing and monitoring organizational development and quality initiatives.

#### **QUALIFICATIONS**

- Undergraduate degree in relevant discipline combined with substantial relevant experience in organizational development, quality, adult education, change management etc.
- Additional education or certification as asset (e.g. Master's Degree, Lean, Leadership Development, etc.)
- Exceptional facilitation skills to manage ongoing complex change, build engagement and manage projects
- Significant experience in quality improvement, organizational development and managing projects
- In-depth knowledge of quality improvement tools, techniques and measures
- In-depth knowledge of organizational performance theory, processes, practices and measures
- Demonstrated ability to introduce and manage change, best practices and skills development
- In-depth knowledge of adult education theories, appreciative inquiry practices and trends
- Good knowledge of the healthcare system and direct care/service delivery models used in community agencies
- Good knowledge of Central CCAC's strategic priorities and goals
- Ability to analyze learning program effectiveness and ensure consistency and accountability in the delivery processes across the organization
- High level of computer literacy in project management programs, spreadsheets, databases, presentations and standard MS office software
- Ability to lead a team in establishing department goals, plans and business objectives
- Excellent communications skills to work with a wide range of professionals within the CCAC and partner organizations
- Proven ability to manage projects involving stakeholders from diverse areas and organizations
- Ability to influence groups in establishing quality performance objectives and utilization of quality improvement methodologies
- Strong negotiation and conflict resolution skills
- Strong presentation skills to provide information to executives, managers and staff at all levels of the CCAC and external community organizations
- Develops affiliations with relevant community networks, and external professional bodies such as CSTD, CIHI, Accreditation Canada, QHN, OQHC
- Mentoring and coaching skills to supervise staff and provide advice and guidance to internal customers
- Strong coaching skills to advise managers and employees
- Regular travel across the CCAC to internal meetings and to partner community agencies is required
- Ability to attend work on a regular basis.

#### **PRIMARY RESPONSIBILITIES** (Include but are not limited to the following)

- Leads the implementation and ongoing operations of the Quality Framework (Safety, Science, Service)
- Instills quality improvement and monitoring as an integral part of business activities
- Support the implementation of organizational initiatives through the use of organizational development interventions and quality improvement methodologies including; employee engagement, change management, education & learning, team development, quality improvement, process reengineering, value stream mapping, performance monitoring and evaluation systems, and leadership development
- Develops and implements learning and development programs for the CCAC that respond to changing health/business conditions aligning learning and development strategy with business priorities and goals
- Conducts needs analysis, research, designs, develops, delivers and evaluation of effective learning and development programs to improve the individual, team and organizational performance
- Develop and utilize assessment tools and metrics to evaluate initiatives from a client, an organizational and individual perspective
- Recommends policies and procedures in applicable areas
- Position has latitude to make independent decisions regarding quality improvement methodologies, leadership and organizational development, individual project methodology, data collection tools and monitoring and evaluation techniques
- Accountable for hiring new staff, providing training and development, evaluating performance
- Responsible to cultivate and enhance skills of staff in partnership with the management to improve organizational performance and implementation of organizational priorities
- Manages within established budget
- Directly supervises and manages small team of staff ; may directly or indirectly supervise external consultants or project resources
- Monitors performance of staff to ensure that appropriate standards of practice are maintained
- Provides guidance and direction in managing difficult or unusual cases

## WHO WE ARE

Each year, over 600,000 people count on the Community Care Access Centres (CCACs) of Ontario as their single point of access for community services. CCACs play a pivotal role in helping clients navigate the complexities of the health care system, and we are dedicated to supporting and enhancing the quality of life, independence, health and well-being of individuals in the communities we serve.

JOIN OUR TEAM of health care leaders and client-driven professionals!

## HOW TO APPLY

If you are seeking a chance to be part of team that's truly making a difference in the lives of others, please visit our website at [www.ccacjobs.ca](http://www.ccacjobs.ca) and APPLY ONLINE.

The Central Community Care Access Centre is governed by the requirements of the French Language Services Act and therefore encourages applications from French speaking candidates.

**We wish to thank all applicants; however, only those under consideration will be contacted. No staffing agencies please.**

(Key word search: CTCCAC, Organizational Development, Quality Improvement, Performance Management, Coach, organizational performance theory, processes, measures, Lean, Leadership Development, best practices, adult education theories, learning program, change management, healthcare, relationship management, partnership development)