

Job Title:	Senior Manager, Systems Transformation
Employment terms:	Permanent Full Time (35 hours/week), role is contingent upon ongoing funding, evening and weekend hours can be expected and are based on your availability.
Salary range:	\$96,200 - \$110,700 per year plus extended health benefits and HOOPP pension plan.
Expected start date:	ASAP
Number of positions:	1
Reporting to:	Director, Community Health
Locations:	Primary Site: Fairview Health Centre at 5 Fairview Drive Secondary Site: Flemingdon Health Centre at 10 Gateway, and Health Access Thorncliffe Park (HATP) at 45 Overlea Blvd
Application deadline:	May 6th, 2024 by 5:00pm Eastern Time
Application Process:	Qualified applicants are invited to submit their application online using the link below: www.jobillico.com/en/job-offer/flemingdon-health-centre/senior-manager-systems-transformation/13629105
Please include a cover letter and resume in a single file.	

Background: Flemingdon Health Centre (FHC) is an engaged and involved member of some of Toronto’s most dynamic neighborhoods; Flemingdon Park, Fairview and Thorncliffe Park. FHC is a registered charity and an incorporated not-for-profit Community Health Centre (CHC), with a vision of Strong Healthy Communities. Across our three sites, we provide a range of health-related services based on the social determinants of health with extensive community engagement.

At FHC, we believe that health is much more than just the absence of disease. Our approach to community health encompasses the social determinants of health which includes: education, employment, isolation, food security and social supports, and utilizes a community development model to promote health, prevent disease, and strengthen community capacity. We value health equity, inclusion, community engagement, accountability & transparency, excellence and collaboration & partnerships.

FHC is also a proud partner of the North York Toronto Health Partners (NYTHP). NYTHP is one of the initial 12 Ontario Health Teams chosen to accelerate their work to deliver home care in their local communities and also focus on seamlessly transitioning people experiencing chronic disease through their primary care, hospital and home and community care needs.

Position Summary:

The Senior Manager, Systems Transformation will serve as part of the NYTHP backbone team, but will be housed at Flemingdon Health Centre and will also be a member of FHC’s leadership team. The Senior Manager will operate in a matrix style environment – responsible to both NYTHP and FHC. As a focus of System Transformation, the Senior Manager will lead the OHT Integrated Clinical Pathways (ICPs). They will be accountable for the framework approach, design, operationalization, evaluation and delivery of the OHT ICPs. They will lead the execution and adoption of high value projects and initiatives aligned with NYTHP’s and FHC’s operational and strategic deliverables. They will have a relentless focus on ensuring successful delivery while ensuring strong adoption and realizing benefits for the identified initiative(s). Championing a co-design approach, the role ensures the voices of clients, families, frontline staff, and partners drive

projects from conception to completion. Focusing on adoption of tools and processes to drive sustainable and quality care delivery, the Senior Manager assesses risk and proactively mitigates project and operational constraints while championing a future-proofing mindset. This role will develop and maintain sustainable processes to keep stakeholders informed of projects’ status, risks, and execute mitigation strategies with a variety of stakeholders both internal and external. Please note that this role is contingent upon on going funding.

Key Areas of Accountability

Below is a list of the key areas of accountability with the specific standards and results required for each area of accountability.

Key areas of accountability	Specific standards and results required for areas of accountability:
Champions a future-thinking, sustainability and solutions approach to projects	Leads project related initiatives with a focus on delivering solutions for current challenges Ensures work plans are designed to progress projects in complex and ambiguous environments with multiple competing perspectives Builds alignment and coordination across projects and initiatives within NYTHP and in the community
Leads and supports, with sponsors, a broad project team for complex, priority initiatives from project initiation to completion	Manages complex projects/ initiatives through defining project scope, priorities, deadlines, and deliverable schedules or work plans. This will involve delegation to other team members within and outside of the organization Ensures project deliverables are met on time, within budget and within scope Builds consensus among project stakeholders Identifies and executes on project risk mitigation strategies, as required Provides summary to leaders of project outcomes and analysis on benefits achieved Drives change management (incl. training, communication, evaluation) activities to support the roll-out and sustainability
Leads the adoption of project management leading practices, including follow through on benefits realization for annual work plan priorities	Lead and facilitate project-related meetings, develop project reports, presentations, statistics and other related documents, as required Utilize and promote tools and templates to support project management best practices to support strategic projects Utilize and promote frameworks for project evaluation and monitoring, including indicator development Ensure project deliverables are met on time, within budget and within scope
Brings a quality improvement and evidence-based approach in supporting a project team’s design efforts for quality improvement, model of care changes etc.	Demonstrates a strong knowledge of evidence-based quality improvement methodologies e.g. program logic model use, value-stream mapping Ensures work plans incorporate, as applicable, design thinking Facilitates project teams in the completion of design activities when required and collaboratively with other partners

Key Experience and Behaviours:

- Minimum three-years experience in supporting execution of large client/patient care projects that involve multiple internal partners and stakeholders and may rely upon the successful roll out of organization/system wide changes in standard operating practices, business process improvements methods
- Excellent project management skills, utilizing project planning techniques and project planning tools and templates, e.g. scope statements, requirement analysis, lessons-learned, Gantt charts, critical path analysis, etc.
- Well-developed knowledge of engaging with and supporting leaders within a health care setting to apply change and design approaches in supporting project execution and adoption of new business processes
- Proficient in developing and implementing collaborative plans with multiple stakeholders, with demonstrated change management skills
- Comfortable navigating ambiguity, but also able to drive clarity and structure in complex environments.
- Demonstrated ability to manage conflict and to communicate complex information with clarity and precision, from staff to executive and across multiple organizations
- Demonstrated leadership skills and ability to lead and motivate a cross-functional and cross-organizational project team, and ability to complete the project work where required and to deliver change with a focus on benefits realization
- Excellent communication skills, both written and verbal
- Highly organized with the ability to apply structure to manage and track multiple projects / programs of work
- Excellent problem-solving and critical-thinking skills
- Self-directed and able to work effectively with minimal direction in a fast-paced environment
- Demonstrated initiative
- Experienced in applying quality improvement methodologies to achieve outcomes is valuable (e.g. process mapping, value stream analysis, kaizen events etc.)

Skills & Qualifications:

- Bachelor's degree from a recognized university required
- Advanced degree, e.g. Masters Degree in Health Administration or Business Administration or equivalent ideal
- Project Management Institute (PMI) certification preferred or extensive project leadership experience required
- PROSCI Change Management Practitioner, Certified preferred
- A minimum of five years progressive leadership responsibility and project management, preferably in health-related sector preferred
- Demonstrated experience establishing and delivering complex projects within a large system and / or organization
- Experience leading and supporting project teams
- Experience working in a health care setting required
- Experience in Primary Care and Community sector preferred
- Experience as a front-line health care provider preferred



Senior Manager, Systems Transformation



We encourage applications from individuals who can identify with the diverse communities we serve. We thank all applicants for their interest but regret that only those selected for an interview will receive an acknowledgement. Please note that a criminal background check (Vulnerable sector) will be conducted for this position. In accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005, accommodation will be provided in all parts of the hiring process. Applicants need to make their needs known in advance.