

# 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.

An exciting Temporary Full-Time opportunity as a **Instructional Designer (Competition #70.18)** exists in the Information Management/Information Technology reporting to the Manager, Clinical Applications.

Reporting to the Director IM/IT, the Instructional Designer works closely with application coordinators and end users to develop training programs for their assigned application(s). This role will develop a thorough understanding of their assigned Epic application(s) and related training materials through Epic certification, and will develop a detailed understand related organizational workflows. The Instructional Designer will coordinate and implement the training program for end users, and build, test and maintain a training environment. This role is responsible for maintaining training materials and plays an active role in maintaining training related policy and procedure documentation.

## **Summary of Duties, but not limited to:**

### **Project Coordination and Reporting**

- Create detailed project plans outlining the detailed activities, time estimates, resources, constraints required to develop and implement projects
- Provide project progress and variance reports
- Maintain all related project documentation, e.g. User request/problems issues, training requirements and plans
- Keep projects and tracking so that they are completed within the agreed time parameters
- Ensure that training programs satisfy user needs
- Ensure all project work aligns with existing corporate systems and standards
- Attend regular project status meetings as required
- Develop quality objectives which can be used to measure expected outcomes
- Maintain current and detailed documentation related to all assigned tasks for due diligence purposes
- Develop regular status reports as required to ensure on time completion of assigned tasks
- Identify, track and communicate key issues regarding assigned application and escalate as necessary through established processes
- Coordinate inter-department activities as required
- Maintain an updated project plan
- Assist in the development and implementation of change control procedures to manage project scope
- Provide training and support to colleagues and end users as required

### **Project Analysis**

- Assist to define project scope and requirements
- Facilitate/co-chair user committee meetings and task forces
- Analyze user requirements, workflow and processes
- Perform application demonstrations, understand and present in-depth system functionality
- Understand system specification and design as a basis for training program development
- Analyze and prepare business case (cost/benefit analysis) where applicable

## **Project Implementation**

- Develop and write training plans with expected results for end users
- Define and coordinate training needs for trainers and users
- Develop training curriculum and materials for trainers and users
- Deliver training, or “train-the-trainer” as required
- Create and provide “On-Line” user manual
- Provide ongoing support for trainers and end users
- Provide post implementation reviews
- Define evaluation methodology and tools
- Facilitate and obtain user sign-off from appropriate committees for training plans and approach

## **User Support**

- Provide post-implementation support for users, trainers and on unit support staff
- Provide training and user support to address critical production problems as required
- Act as liaison between user departments, application coordinators and IM/IT team
- Maintain ongoing contact with software suppliers regarding user feedback, problem/issue identification and resolution
- Review system and software upgrades
- Update training plans to reflect post-implementation enhancements

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:**

- Completion of a 3 year College Diploma in Adult Education, Health or Information Technology related field
- 3-5 years of hands on experience in a directly related field essential
- 1 year education and training experience
- Previous coordinator experience preferred
- Proficiency in MS Office, MS Visio, and MS Project
- Excellent team leadership skills
- Strong ability with system analysis and design
- Strong problem solving and resolution skills
- Strong background in customer service
- Strong organizational skills and the ability to oversee several projects with competing priorities
- Strong ability to produce high quality reports and meet deadlines
- Strong initiative and self-managing skills
- Strong interpersonal skills in order to interact with individuals in a wide range of situations
- Strong verbal and written communication skills
- Strong critical thinking, judgement and analysis
- Professional behavior 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

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**POSTING DATE: March 27, 2018**

**Please forward resumes via email to [HR@wchospital.ca](mailto:HR@wchospital.ca) with your name and the competition number in the subject line. (Example: Jane Smith, 1.16)**

**We thank you for your interest, however, only qualified applicants who are selected to be interviewed will be contacted.**

*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 Aboriginal 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.*