

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 Part-Time (Approximately 1 year)** opportunity as a **Maternity Care Program Coordinator (Competition #47.18)** exists in the Family Practice Health Centre, reporting to the Executive Director, Academic Family Health Team.

Summary of Duties, but not limited to:

Program Support & Project Management

- Help to plan, promote, coordinate, evaluate and report on the maternity program and workshops within the Women's College Hospital Family Practice and Academic Family Health Team (WC AFHT)
- Work with Executive Director and Maternity Care Physician Lead to expand and operate a prenatal, intra-partum and post-partum care program
- Coordinate project & program activities, including working with working groups, steering committees and project teams to operationalize and monitor tasks, milestones and expenses
- Interact with relevant project and program stakeholders, including clinical experts and team members to: plan and organize meetings and events; facilitate meetings; collect, create and distribute relevant materials; and, develop and update project-related reports and documents.
- Assist in the development and distribution of communication materials, including but not restricted to, PowerPoint presentations, brochures, posters, reports, administrative manuals and documents such as policies and procedures relating to group clinical functioning, web-based communication and emails to facilitate knowledge transfer and exchange
- Checks mail, fax machine, voicemail and clinic email on a timely basis and responds to messages a similar fashion – arranges assignment of providers and appointments for women who call the clinic in search of a provider
- Manages referrals to other health care providers outside the group with close attention to the urgency of such requests
- Monitoring and coordination of policies, purchasing, preparation of reports, and participation in the administrative aspects of planning and management
- Assisting with project development and planning to ensure more efficient service and organization of the office.

Quality Improvement Support

- Identify needs, analyze and recommend service & program improvements
- 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:

- Minimum undergraduate degree in an appropriate discipline (health sciences, business administration, health services research, health administration etc.) or a combination training and experience
- Minimum 3 years progressively responsible related experience
- Project management experience an asset

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- Superior attention to detail and organizational skills including planning, goal setting, reporting and analysis
- Solid time management skills: ability to plan and organize work within set timelines. Highly motivated with the ability to work independently. Must be able to effectively manage multiple tasks and projects with competing deadlines and priorities concurrently.
- Skilled in recording and summarizing feedback into meeting minutes and action items.
- Excellent verbal and written communication skills to effectively present information to relevant stakeholders at various levels. Demonstrated proficiency in English grammar and spelling.
- Strong people skills and the ability to work in a multi-disciplinary team environment. Ability to work both as a member of a team to fulfill the team's responsibilities, and independently, using sound judgment.
- Proficiency in the Microsoft Office including Word, Excel, PowerPoint and Outlook; aptitude for learning new software. Experience with MS Visio and/or SharePoint is an asset.
- Strong leadership skills, with experience in, change management and quality improvement
- Excellent interpersonal skills, with ability to establish strong team dynamics
- Strong ability to communicate at all levels of the organization (presentations and power point skills)
- Demonstrated ability to engage staff in continuous skill improvement
- Leadership experience within a unionized environment is an asset
- Problem solving, prioritization, anticipatory, organizational and time management skills
- Commitment to providing exceptional patient care
- Good work and attendance record required
- 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.

Clinic specific qualifications/skills:

- 2 years' experience working in a physician family practice, preferably in a hospital setting
- 2 years' experience with Electronic Medical Records (EMR), preferably Telus / PSS
- Experience with engaging and coordinating multidisciplinary groups of clinical experts.
- 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

POSTING DATE: February 28, 2018

Please forward resumes via email to HR@wchospital.ca with your name and the competition number 47.18 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.