

# 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.

The newly-appointed Executive Vice President and Chief Medical Executive is a key member the senior leadership team. Reporting directly to the CEO, she is leading the work of establishing Women's Virtual, Canada's first virtual hospital. She also holds accountability for a range of innovation and operational portfolios as well as all of medical affairs.

An exciting **regular full-time** opportunity as an **Administrative Assistant II (Competition #134.19)** reporting to the Executive Vice President & Chief Medical Executive (EVP & CME).

As the Administrative Assistant II to the EVP & CME, the incumbent is the key team member in ensuring efficient operation of the office and in assisting the EVP in managing and prioritizing competing demands for her time and attention. The Administrative Assistant II will be proactive with the ability to take initiative in planning of meetings, travel, speeches and presentations. The incumbent will work closely with the other administrative support staff and the communications department on a wide range of projects. The role will be primarily responsible for supporting the EVP's Office and Medical Affairs Office, as required.

The Administrative Assistant II will play an integral role in administrative support and leadership to WCH Medical structures – including the Medical Affairs office, Medical Advisory Committee (MAC), MAC subcommittees and others as appropriate. This position acts as a liaison between stakeholders supporting the intake of Privileged Medical Staff; liaising with and supporting Privileged Medical Staff and Physician Leadership; and supporting and enhancing Medical Affairs administrative processes.

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

### **Provides executive administrative support to the EVP & CME and the Medical Affairs Office**

- Is the front-line contact and the face of the Medical Affairs office and the EVP & CME for all internal and external matters, bringing professionalism and care to all aspects of the portfolio
- Manages the EVP & CME calendar, including meetings and appointments - prioritizing and proactively resolving conflicts which can include a recommendation or independently changing appointments to ensure conflicts are resolved. Liaises with clinical secretaries to ensure the EVP's clinical duties are maintained.
- Builds and maintains excellent relationships with key stakeholders, internal and external, for the success of the portfolio
- Provides executive support services including daily decision-making related to escalation, delegation and access based on priorities of the EVP & CME portfolios.
- Assists with the coordination of media materials (press releases, fact sheets, biographies etc.), talking points/speeches, and briefing notes for the EVP & CME, in partnership with the Communications Specialist.
- Assists in preparing power point presentations and notes for public speaking, in partnership with the Communications Specialist.
- Maintains the calendar, the academic CV and academic tracking of the work of the EVP & CME.
- Assists in research on health and health policy topics for media appearances and public speeches for the EVP & CME.

# EMPLOYMENT OPPORTUNITY

- Ensures the efficient and effective administrative set up and organization of a senior leadership office including appropriate and up-to-date office support systems (including IT access and software support).
- Responds quickly to phone, email and in person enquiries – providing general information and referring enquiries to appropriate sources based on a broad knowledge of the Hospital.
- Is responsible for providing administrative support to WCH Medical structures – including the Medical Affairs office, Medical Advisory Committee (MAC), MAC subcommittees and others as appropriate
  - This includes meeting coordination, the setting of agendas, minute taking and maintenance of committee records
- Prepares, gathers, and relays confidential information and material on a regular basis.
- Prepares, manages and supports basic financial transactions and paperwork on behalf of the EVP & CME.

## **Carries out executive-level project management of all aspects of the EVP portfolio**

- Effectively manages the calendar of the EVP & CME to ensure strategic use of time and resources
- Coordinates and manages the logistics of all areas of the EVP/CME portfolio as it relates to:
  - The work of WIHV (the Women's College Institute for Health System Solutions and Virtual Care)
  - The work of Women's Virtual, Canada's first virtual hospital
  - All operational portfolios, such as Medical Imaging and Labs
- Coordinates and manages logistics of the public profile of the EVP & CME, including media requests and speaking requests, travel, communications and related scheduling in cooperation with the Communications Specialist.
- Coordinates and manages logistics of academic and scholarly projects arising out of the EVP portfolio
- Provides support and payroll management to the operational management teams reporting to the EVP & CME.

## **Carries out executive-level project management of all aspects of the CME portfolio**

- Supports the CME, the Director of Medical Affairs, and the Chair of MAC in all aspects of the Medical Affairs portfolio led by the EVP & CME.
- Organizes and supports the work of the Medical Affairs office, including supporting the physician appointment/reappointment and credentialing process for physicians, processes for observers, temporary privileges, and the maintenance of physician records relating to credentials.
- Provides education as needed on the credentials process to Assistants, Departmental Chiefs, physicians and staff of the organization.
- Maintains database of all appointments, resignations and appointment status changes and advises Departments of new and current appointments.
- Responds to all enquiries regarding physician appointments.
- Facilitates and keeps up to date records of medical staff affairs, including but not limited to contracts, hospital and university appointments, evaluations, and other issues that arise from time to time.
- Provides administrative support to the medical human resources planning processes, CMARS and other credentialing processes
- Provides administrative support for departmental external reviews, Department Chief search committees and hospital-wide physician performance reviews.
- Schedules and organizes the Medical Director on-call schedule.
- Provides administrative and project-management support to all special projects in the office of medical affairs, such as the Physician Leadership Development Program, Physician Engagement initiatives, physician quality improvement initiatives of the medical affairs office, and other special projects as needed.

# EMPLOYMENT OPPORTUNITY

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:**

- Undergraduate degree in Communications, English or Public Relations (or equivalent education/experience).
- PMP designation or equivalent experience an asset.
- Passion for the mission and vision of WCH and for the innovative work of the portfolio.
- Experience writing correspondence, briefing notes and memos.
- Experience with internal hospital structures and processes an asset.
- Experience in handling multiple projects, prioritizing and working in a fast-paced team environment.
- Well-developed time management skills and the commitment to meeting deadlines.
- Strong communication skills, both written and verbal.
- Excellent problem-solving skills.
- Excellent interpersonal and relationship management skills.
- Advanced skills in MS Office (Word, PowerPoint, Excel, Outlook).
- Ability to work independently and cooperatively as a member of a team.
- Ability to work under time constraints and meet tight deadlines.
- Ability to plan, organize and manage work with minimal supervision and complete number of tasks simultaneously for multiple senior staff.
- Ability to understand technical concepts, to act independently and take initiative required to resolve issues
- Professional behaviour 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

**POSTING DATE: May 27, 2019**

**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 Indigenous 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.*