

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 regular full-time opportunity as a **Clinical Manager (Competition #135.19)** exists for the following programs – **Endocrinology, Substance Use Services, Centre for Headache, WISE Team and Acute Ambulatory Care Unit**, will have day-to-day operational responsibility, reporting to the Director, Specialized Medicine and Mental Health.

The Clinical Manager will embrace the vision and mission of Women's College Hospital and translate this to the Health Care Team. The Clinical Manager reports to the Clinical Director of Specialized Medicine and works with the Chief of Medicine and Medical Directors of the respective programs to implement the vision for Ambulatory care services, as well as collaborating with internal and external stakeholders.

The Clinical Manager will serve as the inspirational leader for their team(s). They will have significant experience in Acute Care inpatient medical programs. They will demonstrate an approachable leadership style that is adaptable to the internal and external changes that impact the unit. They will therefore demonstrate leadership competencies in interpersonal communication, customer service, diversity management, conflict management, human resource management, interpersonal skills, negotiation and influence, self-management, teaching others, career specific expertise and teamwork. The Clinical Manager's leadership must also include experience in change management and understanding the human side of change.

Summary of Duties, but not limited to:

- Works collaboratively with internal and external stakeholders, to plan and co-ordinate the implementation of new programs and services with outcomes focused on excellence in patient care and fiscal responsibilities.
- Leads and focuses the Health Care Teams' efforts to develop a plan to identify, monitor and minimize high-risk situations ensuring a safe work and patient care environment.
- Acts as a role model/mentor to unit staff and ensure compliance with professional standards, e.g., College of Nurses of Ontario.
- Maintains an organizational climate that promotes staff development, education, achievement, quality improvement, research and professionalism and working in collaboration with the Clinical Director.
- Strategically plans, implements and evaluates new and existing program developments consistent with WCH vision and priorities.
- Establishes processes to incorporate customer feedback as part of the annual staff performance reviews, and meets with staff annually to review performance and set annual objectives.
- Consults with internal and external stakeholders to identify needs and develop a plan of action to ensure that expectations can be met.
- Ensures a continuous focus on patient experience improvement by developing an open process to respond to patient care issues that includes participation of the Health Care Team.
- Nurtures and cultivates community linkages / partnerships to support patient care and meet the mission and vision of WCH.
- Develops data gathering for meaningful interpretation in order to provide accurate information for program decisions and potential research initiatives. In addition, seeks out evaluative indicators for the teams to implement and monitor.

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- Maintains close working relations with other departments for joint decision-making and problem solving.
- Manages human resources; staffs appropriately to provide cost effective and productive use of human resources within approved staffing budget; facilitates communication and problem solving between all members of the Health Care Team; schedules staff; assesses and evaluates staffing requirements; identifies performance management issues and develops action plans for correction, then counsels staff as necessary, providing guidance regarding roles and responsibilities.
- Provides the leadership necessary to coordinate the activities of all staff including nursing, physicians, housekeeping and clerical to ensure that patient satisfaction and safety are maintained.
- Encourages and raises awareness among staff and physicians to participate in measures promoting fiscal responsibility with respect to resources.
- Ensures that appropriate material resources are available for the provision of quality patient care and manages these resources with budget/contractual arrangements. Employs formal and informal networks to creatively meet the changing needs and budget targets and ensures successful operations of the unit.

Priorities

- In collaboration with the Health Care Team builds, a culture that is focused on ensuring safety and best practices and delivers the highest possible levels of patient satisfaction is a primary focus of the unit.
- Develops strategies with the Health Care Team to improve clinical processes, and improves timeliness of care and patient through put.
- Works with the Specialized Medicine leadership team to fulfill the program's mandate as a freestanding academic ambulatory hospital.

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:

- Successful completion of a degree in Health Sciences such as Nursing or other recognized health care discipline required; Masters' degree preferred.
- Must be in good standing with a Regulatory College (related to a given health profession).
- Minimum three (3) years' of progressively responsible and related clinical management experience in nursing practice and/or health discipline practice
- Recent experience in a managerial or similar leadership role, minimum five (5) years' leadership experience preferred.
- Experience working in a hospital environment preferred.
- Excellent human and financial resource management and strategic planning skills required.
- Excellent interpersonal and relationship skills, liaising comfortably with health service providers and other partners, from front line staff through Senior Management and other officials
- Excellent organizational, prioritization, and time-management skills required to coordinate multiple activities, issues and projects simultaneously
- Change oriented with positive continuous improvement experience required.
- Collaborative and client service oriented with the proven ability to work effectively with a diverse group of colleagues.
- Excellent verbal and written communication, including presentation/facilitation skills to a broad range of audiences; effective influencing and negotiating skills are also valued.

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- Proven ability to use sound judgment in assessing difficult situations, coupled with ability to take a creative and proactive approach to problem recognition, solving and conflict resolution.
- Ability to work in a self-directed manner as well as the ability to work effectively as a team member required.
- Demonstrated commitment to continuing education.
- Knowledge of collective agreements and managing a unionized labour force.
- Satisfactory performance and attendance will be considered as part of the selection process.
- Demonstrated engagement and commitment to WCH vision mission and values.
- 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

POSTING DATE: May 27, 2019

Please forward resumes via email to 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.