

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 **Director, Facilities and Operations (Competition #38.19)** exists in Building Operations reporting to the Chief Financial Officer.

Summary of Duties, but not limited to:

- Acts as an agent of Women's College Hospital (Hospital) liaising between the Hospital, Infrastructure Ontario (IO), Project Co. (Women's College Partnership / WCP), and the service provider Black and McDonald (B&M) ensuring the asset management services are delivered
- Responsible for the ongoing administration of the contract between WCH, WCP, and Black & MacDonald
- Accountable for the Hospital's review and validation of all deliverables including but not limited to: Lifecycle Replacement schedules, Preventative Maintenance Plans, work order completion tickets, KPI reports, etc. submitted by WCP
- Responsible for the process to evaluate WCP reporting and Key Performance Indicator (KPI) submissions for accuracy and compliance with the contract applying deductions/failure points where warranted, and ensures they are reflective of the lived experience within the Hospital and reported on accurately in Project Co.'s Monthly Facility Report
- Interprets and applies the terms of the contract and leads the project shareholders through the process to satisfy their business requirements
- Evaluates periodic statistical KPI reports and applies deductions/failure points, as appropriate based on the P3 Project Agreement
- Reviews the Payment Mechanism report each month and makes a formal assessment of each event reported and the impact to Hospital operations; independently grants relief on failures as see fit which is deducted from the monthly service payment (MPS)
- Ensures process is in place to evaluate pricing submissions by WCP and Black and McDonald and ensures quotes are in-line with industry standard and that the correct markups have been applied as outlined in the Project Agreement
- Manages Energy/Utilities requirements as stipulated in the P3 Contract and in conjunction with WCP implements energy savings solutions
- Acts as the primary-point of contact for service escalations and dispute resolution, taking ownership of the determined resolution while escalating as necessary
- Manages the LEED Program for the Organization and ensures best effort in maintaining LEED Gold status
- Responsible for the oversight of all activities necessary to operate, maintain, and repair the sites (Main Hospital & Floors 1-4 at 77 Grenville Street)
- Collaborates with the Hospital Customers to understand their facilities requirements and ensure appropriate solutions are sourced consistent with the terms of the P3 contract
- Oversees and ensures developed operational procedures are being effectively practiced and executed, and that effectively support the operations of the Hospital
- Conducts regular facility walkthroughs and building audits ensuring that all systems and hardware are in working order – reporting any issues to B&M Call Centre for rectification
- Conducts space assessments and keeps up to date space plans for the hospital
- Ensures that major and minor work projects, including terminal cleans and special cleaning projects are completed, as requested and required for safe building operation

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- Provides oversight for waste management and disposal programs which are consistent with Hospital operations in all departments, and with current and proposed Ministry of Environment legislation
- Responsible to prepare budgets annually and analyze budget to actual variances with explanations and recommended actions
- Provides support to Hospital departments, senior leadership, Foundation, volunteers and staff to ensure facility awareness, compliance and to improve processes for safe operations in the hospital
- Interfaces with Hospital departments and staff to resolve quality, service and facilities performance related issues
- Responsible for the management of the Retail Vendor contracts and is the primary contact between WCH and the retail vendors
- Accountable for the Plexxus relationship and processes, including the compliance with contract standards, BPS guideline adherence in the processes undertaken on behalf of Women's College Hospital, and compliance with the contracts
- Responsible for enhancing the safety and security of patients, physicians, visitors and staff by:
 - Acting as the Fire Marshall for the Organization
 - Preparing and updating of the Hospital's Fire Plan
 - Supporting Emergency Management as a coordinated, interdisciplinary and organization-wide process that includes risk identification, risk assessment and implementation of plans to mitigate, eliminate or manage real and potential emergencies, and ensures business continuity relationships with allied agencies that respond to real emergencies and assists in recovery to normal operations
 - Helping Emergency Preparedness Lead to develop Emergency Response Plans for the facility used as a response system to every emergency situation that could arise causing death, serious injury, disrupt operations, or cause physical or environmental damage
- Provides direction to the Operations Manager and direct oversight for receiving employees who are supervised by a Plexxus employee
- Establishes and communicates role, task, performance, and productivity expectations to staff, as well as motivates, counsels, coaches and mentors staff to achieve goals and expectations
- Through the Manager, Operations ensures:
 - That process are in place to identify potential environmental hazards in the facility and risks are mitigated
 - Ensures that the EVS department complies with all regulatory standards, industry guidelines and technical best practices for environmental safety and cleanliness as all staff, physicians, patients and visitors are impacted by the cleanliness of the facility and has processes in place to monitor compliance and respond as appropriate.
- Supports the Manager of Occupational Health and Safety and Patient Relations with facility safety improvements
- Reviews and approves all activity permits for compliance prior to any construction work commencing in the hospital; works with IP&C to ensure that all Infection Prevention & Control requirements are met, including the approved hoarding and terminal cleaning plans
- Complies with all AODA requirements and ensures the facility itself meets the requirements of the entire patient population
- Monitors the overall safety and wellbeing of the facility ensuring that all building systems are functioning as designed and working to optimal levels

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.

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Qualifications/Skills:

- University degree in facilities management or business administration required, Master's degree preferred
- A required understanding of Public-Private Partnerships (P3, PFI, AFP, DBFM, etc.)
- PMP or Facilities Management practitioner (FMP) Designation, strongly preferred
- Minimum of five (5) years' Facilities Management experience
- Minimum of five (5) years' experience managing staff including recruitment, performance management, and training
- Contract management and project management knowledge and experience
- Knowledge of construction, design and facilities management
- Knowledge of PIDAC and ORNAC regulations, CSA and OBC standards related to building operation and renovation projects
- Knowledge of contract law, language, and contract documents
- Analytical skills to assess client requirements and determine approaches
- Ability to present recommendations, negotiate, and gain agreement in order to problem solve
- Experience with the administration of a large operating budget (\$25M+)
- Strong time management skills with ability to coordinate multiple issues simultaneously and prioritize demands
- Customer service and interpersonal skills to establish and maintain relationships.
- Oral and written communication skills to foster cooperative relationships.
- Working knowledge of Collective Agreements, the Labour Relations Act, and Employment Standards Act
- Knowledge of Occupational Health and Safety Legislation
- Proficient in the Microsoft Office Suite
- Ability to work effectively and efficiently under pressure/stressful conditions
- 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: Wednesday February 13, 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.