

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.

With the launch of our new Strategic Plan in 2018, WCH has entered an exciting phase of its history – strengthening its bond with partners and introducing a new and inspiring vision: Healthcare revolutionized for a healthier and more equitable world. Aligned with this strategy, WCH is the regional lead site for eConsultation in the Toronto Area.

An exciting **Temporary Full-Time (approximately 11 months)** opportunity as a **Project Manager, Women's Virtual for eConsultation (Competition #104.19)** exists reporting to the Administrative Director, Women's Virtual. The incumbent will be primarily responsible for day-to-day operations and support of consultation service and its users, as well as planning and analysis activities. This role encompasses key tasks including provisioning, training, documentation, regular tracking and reporting, problem analysis and resolution, and usage trend analysis.

Summary of Duties, but not limited to:

- Responsible for the overall operation of the eConsultation service for the Toronto area
- Act as the first point of contact for user queries and support requests, addressing issues directly or escalating to the eConsult Centre of Excellence at the Ottawa Hospital as required
- Monitor activities and support requests on a daily basis, ensuring prompt follow-up and resolution of issues to maintain high user satisfaction
- Engagement with new users to facilitate accessibility of the service to all interested primary care providers and specialties – this includes registration and orientation steps and may at time involve travel to clinics
- Provides usage analysis for trending, reporting, and identification of needs/gaps
- Responsible for case assignments and coordination of specialty schedules
- Manages service data for billing purposes
- Participates in planning, implementation, and testing activities involved in further enhancing the service
- Coordinates of related project and working group meetings including scheduling, documenting outcomes, and tracking actions
- Management of all documentation related to the service using existing web-based tools
- Regular reporting of utilization and survey data, and regular communication/feedback with the users
- Provide support to the leads for presentations, paper submissions, funding proposals, etc.
- Supports other projects as assigned
- 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:

- Post-secondary degree in Health Administration, Business or relevant discipline combined with progressively responsible leadership & project management experience in a dynamic, complex work environment
- Project Management Professional (PMP) designation an asset

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- Minimum three (3) years of experience managing large projects in the health care setting, experience managing IT projects an asset
- Demonstrated knowledge and experience with project management processes, principles, and tools
- Administrative experience involving document management, project coordination, and generation of high-quality data analysis and reports
- Ability to work effectively both in a team environment and independently
- Ability to meet tight and fluid deadlines
- Strong analytical and problem solving skills
- SAS programming skills an asset
- Proficiency with Microsoft Officer (Word, Excel, PowerPoint, and Outlook)
- Exceptional organizational skills and customer relations
- Excellent problem recognition and problem solving abilities
- Excellent organizational, prioritization, and time-management skills required to coordinate multiple activities
- Excellent written communication, proofreading and editing skills required to draft or generate correspondence and documents
- Excellent interpersonal skills and verbal communication skills, liaising comfortably with health service providers and other partners, from front line staff through Senior Management and other officials
- Knowledge of applicable legislative, WCH and/or departmental policies and procedures
- 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
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- 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 3, 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.