

## Program Lead, ARCHES (Transition Care Beds) – Various/Remote (Contract FT to March 2022)

### The Opportunity:

At this time, the South West Local Health Integration Network is seeking one (1) Program Lead for our ARCHES Program for a full time contract opportunity until March 2022. The Lead will guide and execute the South West LHIN's transitional care program within the Home Care sector.

As a member Home and Community Care team, the Lead provides the ARCHES program with administrative support and leadership. This role will support Patient Care Managers, Care Coordinators, and Health System Partners (i.e., Retirement Homes, Hospitals and Service Providers) with information and access to the ARCHES program across the South West. The Lead will establish or maintain processes and strategies to ensure accurate and timely reporting on the status of bed availability within the region. The Lead will be responsible to ensure the program maintains occupancy and the flow of patients is optimal. The Lead will consult on issues and, where necessary, will assist staff to handle and resolve issues in a timely and effective manner, engaging the escalation process as required. The lead will coordinate and facilitate the regular connections with the regional ARCHES teams.

### What will you do?

As the Lead for the ARCHES Program, you will:

Manage patient access to transitional care, and manage the overall delivery of the ARCHES program.  
Complete performance management duties including the monitoring of metrics and compliance auditing.  
Participate in implementing, leading processes, and evaluating transitional care across the sub-regions.  
Research critical service and/or operational delivery issues and recommend changes to program as needed.  
Monitor and review statistics and develop reports for Director, Home and Community Care.  
Build and maintain effective relationships with Patient Care Managers, Home and Community Care staff, and Health System Partners.  
Establish and maintain excellent communication with partners with respects to program deliverables, planning and opportunities for collaboration.  
Represent the South West LHIN during weekly connections with the Transitional Care programs.  
Work collaboratively with partners to address program needs and achieve targets.  
Establish and identify capacity and program plans in conjunction with system leaders.  
Manage the day-to-day access and flow of the Transitional bed in collaboration with partners.  
Lead the development and delivery of the program communication plan.

### Location:

This position is located within the South West LHIN's region. The Lead role is currently a "work from home" position given our pandemic environment.

### What must you have?

#### Education:

- University Degree in Healthcare or Business Administration or combined education and experience.

**Experience:**

- Experience with, and knowledge of, service delivery in a health care environment.
- Experience in change management, project management, quality improvement.

**Knowledge, Skills, and Abilities:**

- Specialized knowledge regarding specialty area(s) assigned – related policies and procedures, issues and challenges.
- Demonstrated leadership abilities to form effective working relationships with internal and external customers and clients as well as build and lead teams through system level change.
- Knowledge of challenges and issues, methods and techniques for outsourced/contracted services and service providers.
- Good knowledge of community resources (e.g., services and programs), and roles of health care professionals.
- Knowledge of tools, systems and databases used in client service delivery and management.
- Knowledge of South West LHIN business strategies, objectives, priorities and programs, and related Client Services priorities and plans.
- Strong planning and organizing skills.
- Ability to use MS Office applications (e.g., Word, Excel, PowerPoint, etc.).
- Strong collaboration skills to participate on projects and committees with colleagues across the South West LHIN or local community agencies.
- Ability to deliver information effectively and interpret data clearly in a variety of settings.
- Good coaching and communication skills to provide instructions and guidance to staff with respect to activities, challenges and questions.

**Preferred Qualifications:**

- Proficiency in a second language, particularly French.
- An ambassador of workplace culture.

**Who we are:**

Local Health Integration Networks (LHINs) play a key role in Ontario's health care system. Working in partnership with patients, families, providers and community organizations, LHINs ensure people have access to the health care they need — at home and in the community.

Committed to innovation and collaborative partnerships, the **South West LHIN** plans, coordinates and funds local health services, and delivers high-quality home and community care to patients and families, with a focus on improving population health, the patient experience, and value for money across the health care system. Our staff incorporate the best aspects of teamwork and continuous learning as they work with the local community to ensure the best health outcomes for everyone.

The South West LHIN recognizes that ensuring the best health outcomes starts with empowering its greatest resource, employees. Due to the incredible success of its wellness program available to all staff, the South West LHIN is a recipient of the 2019 Canada's Healthy Workplace Month Great Employers Award, making it a recognized organization in supporting employee health and safety.

**How do I apply?**

Please visit [www.lhinjobs.ca](http://www.lhinjobs.ca) to submit your resume and cover letter. **Application deadline is 19 January 2021 at 11:59 p.m.**

All applications will be reviewed; however, only those selected for an interview will be contacted. Due to volume of applications, we are not able to respond to general inquiries by phone or e-mail.

**We are committed to a culture that values diversity and inclusion.**

We welcome and encourage applications from people with disabilities, and are committed to providing accommodation as part of our hiring process. If you have special requirements, please advise Human Resources during the recruitment process.