

## CONTRACT ADVISOR (Permanent Full-Time)

### The Opportunity

The Contracts Advisor position supports the organization in ensuring high quality, effective and safe care is provided by our contracted service providers and vendors. The role, reporting to the Manager, Provider Contract Management, will be primarily focused on ensuring that contracted providers are meeting established quality standards and for ensuring LHIN policies, procedures and practices are built, deployed and sustained in a collaborative and partnership based manner.

The role will also support staff, management and senior leaders when working with contracted providers and vendors, including identifying contractual requirements and quality improvement opportunities (related to both LHIN and SPO practices).

### What Can I Expect to Do?

- Develop supporting infrastructure (policies, procedures, guidelines, tools and training) required to manage relationship and functioning between the LHIN and its contracted service providers/vendors, based on best practice and input from various departments and stakeholders;
- Document quality improvement recommendations and implementation plans for submission to Management and the Senior Leadership team;
- Responsible for generating the organization's monthly and quarterly Contract Performance Framework scorecard;
- Under the direction of the Manager, responsible for the development and roll out of process work flows related to the interactions between LHIN staff and our contracted service providers/vendors;
- Proactively review performance, utilizing available data and information to identify issues and/or concerns as well as quality improvement opportunities related to our contracted service providers and vendors;
- Support managers and regional managers in managing process and/or performance concerns with contracted service providers and vendors;
- Collaborate with departments in the development of tools to support quality improvement, including ongoing engagement strategies, feedback mechanisms, training sessions, communications and evaluation plans;
- Build staff and management capacity related to our contractual arrangements with service providers and vendors
- Work with teams to share results from the service provider scorecards and co-create solutions for improvement;
- Assist with project management, implementation, spread and evaluation of quality improvement initiatives;
- Assist in the management and maintenance of the organization's Medical Supplies and Equipment catalogue, including data analysis and ensuring appropriate products from a quality, outcomes and cost perspective;
- Assist teams in sharing their project success stories with internal and external stakeholders;
- Responsible for the contract assignments and updates in CHRIS; and
- Assist as required in the evaluation of new programs and initiatives.

**Location:** This position is located in the South West LHIN region.

### How do I qualify?

#### Education:

- University degree in a related discipline, or three-year diploma in a related discipline, plus related experience

#### Experience and Skills:

- Minimum two years' related experience in a health care environment;

- Knowledge of the contractual arrangements between the LHIN and its service providers/vendors;
- Demonstrated knowledge and commitment to continuous quality improvement;
- Knowledge of relevant legislation pertaining to patient care and contracts;
- Knowledge of Accreditation Canada standards;
- Proficiency in data analysis and statistical trending;
- Knowledge of health care system and the role of the LHIN within the system;
- Knowledge of LHIN operations, quality, risk, and performance management principles;
- Knowledge of relevant health care legislation;
- Knowledge of LHIN policies, procedures, strategic direction and goals;
- Understanding of LHIN partners and contracted service providers in the community; and
- Knowledge of specific LHIN lines of business.

### Technical Skills:

- Strong presentation and communication skills (verbal and written);
- Strong problem solving and decision-making skills;
- Self-motivated, able to work independently and within a team;
- Ability to manage multiple projects within tight deadlines; detail oriented with excellent time management and organizational skills;
- Experience in developing robust and practical processes and structures;
- Demonstrated ability to handle confidential information with discretion and professionalism;
- Expert computer skills (specifically Microsoft Excel); and
- Experience in Microsoft SharePoint.

### Language:

- Proficiency in French is an asset.

**Should you be interested in this exciting opportunity, please visit [www.lhinjobs.ca](http://www.lhinjobs.ca) to apply. Application deadline is February 25, 2018 at 11:59 p.m.**

**Compensation includes competitive salary, benefits and pension plan.**

*The South West Local Health Integration Network (LHIN) is one of 14 local organizations in Ontario that plan, coordinate and fund local health services and deliver high quality home and community care to patients and families. The South West LHIN is committed to health improvement, innovation, and the establishment of collaborative partnerships to improve population health, patient experience and value for money across the health care system.*

*LHIN staff incorporates the best aspects of teamwork and continuous learning as they work with the local community to ensure the best health outcomes for everyone. If you have a passion for excellence and an entrepreneurial spirit, this is your opportunity to make a difference as part of a dynamic team transforming the Ontario healthcare system.*

**For further information on the South West LHIN please visit: <http://www.southwestlhin.on.ca>**

*The LHIN is an equal opportunity employer and all applicants are welcome. We thank all candidates for their interest, however, only those selected for an interview will be contacted. Individuals with a disability requiring accommodation during the application and/or the interview process should advise the recruitment contact so arrangements can be made.*