South West **LHIN**

DIRECTOR, HOME AND COMMUNITY CARE (Permanent Full-Time)

The Opportunity

Reporting to the Vice President, Home and Community Care, the Director is responsible for providing leadership and direction for the coordination and delivery of home and community care. This position oversees a team of managers, care coordinators, and patient care assistants who support home and community care patients, in collaboration and partnership with various health system sectors and services, in the South West LHIN.

As a strong healthcare leader, you are required to have a high level of independence, provide leadership in the delivery of excellent care coordination and to establish strong collaborative partnerships with community services partners, hospitals, contract service providers, and other health system planners.

What Can I Expect to Do?

- Lead the planning, organization, direction and evaluation of care coordination, system navigation, home care, and LTC referral/placement services within an acute care setting.
- Provides leadership and oversight to staff, including work delegation, coaching, performance management and goal setting.
- Leads, participates in and demonstrates an understanding of quality, risk and patient safety principles and practices. Follows all safe practices and procedures to support a safe patient and employee working environment.
- Participates in the development of service delivery performance standards, quality improvement processes and key strategic initiatives and directs the implementation of these processes and strategies.
- Establishes and monitors team activity via key performance indicators and other activity measures for front line teams.
- Monitors budget requirements for the portfolio to ensure fiscal responsibility and accountability and makes recommendations that align with operational and strategic targets.
- Ensures patient care is provided in accordance with policies, relevant legislation, standards and guidelines.
- Develops and maintains community partnerships (including service providers, hospitals, home and community support agencies) and represents the South West LHIN on a variety of community and/or professional committees and work teams.
- Provide leadership and direction related to organizational goals to improve coordination of services for patients.
- Monitors community needs, service changes, patient satisfaction, caseload/workload size/focus, and service utilization to ensure programs are responsive and address emerging needs.
- Supports conflict resolution for complex patient care issues, including managing communications with local government, advocacy groups, and the media.
- Works closely with LHIN Directors, Sub-Region Planning and Integration and other system partners to foster integration opportunities.
- Partners with other LHIN Directors, Leads and staff to cooperate across functions to delivery and align projects, initiatives or services.
- Participates in and contributes to provincial LHIN planning and engagement activities, as required.
- Supports the Vice President in communicating with and advising the CEO and Board on matters related to Home and Community Care.
- Supports the development of a culture within the LHIN that reflects the LHIN's role in achieving improved patient experience, health outcomes and value for money while driving health system improvement, integration, and coordination across the South West LHIN and delivering high quality home and community care that meets the needs of clients and families.

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

Ontario
Local Health Integration Network

How do I qualify?

Education:

- Master's degree in health administration, health planning, business administration or a related health discipline or the equivalent combination of education, training and experience.
- RN designation is required.

Experience and Skills:

- Minimum 7 - 10 years of leadership experience (or equivalent) in health care planning and service delivery.
- Previous leadership and/or management experience within the health care sector
- In-depth knowledge of direct care/case management models used in community health care organizations.
- Excellent knowledge of community resources (e.g., services and programs), and roles of health care professionals.
- In-depth knowledge of challenges and issues, methods and technologies for outsourced/contracted services and service providers.
- In-depth knowledge of tools, systems, and databases used in patient service delivery and management.
- Practical knowledge of relevant legislation and MOHLTC policy (e.g., Local Health Integration Act, Patient First Act, Long-Term Care Act).
- Knowledgeable and ability to work with and be culturally sensitive to diverse communities, promote an inclusive health system and achieve positive outcomes.
- Knowledge of Ontario health sector and trends within this sector.
- Knowledge of local health issues, priorities and needs while recognizing the broader trends in health care policy and system development.
- Superior interpersonal and relationship building and management skills.
- Excellent verbal and written communication skills.

Technical Skills:

- Exceptional planning, project management, and organizational skills.
- Ability to use MS Office applications (e.g., Word, Excel, PowerPoint)

Language:

- Proficiency in French is an asset.

Should you be interested in this exciting opportunity, please visit www.lhinjobs.ca to apply. Application deadline is April 4, 2018 at 11:59 p.m.

Compensation includes competitive salary, benefits and pension plan.

About Us

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.