



eHealth Centre of Excellence
is currently seeking a full-time (Contract)
Project Coordinator for its System Coordinated Access Program

Program Overview:

In order to support the key priority of creating healthy communities by reducing wait times for specialist care, the Ministry of Health and Long-Term Care (MOHLTC) is providing funding to help make the innovative eReferral system in Waterloo Wellington available to patients across the province. The system coordinated access model out of WW LHIN improves access to services by assisting groups of healthcare organizations to leverage coordinated referral processes, standardize form development, centralize intake centres and deploy electronic referral.

The SCA Program office, based out of the eHealth Centre of Excellence in the WW LHIN, will use a delivery partner model to oversee both the expansion of coordinated access and the eReferral solution beginning with the orthopaedic pathway, into participating LHINs.

The SCA Program office assumes a provincial planning and coordination role to support participating LHINs and their delivery partners in eReferral expansion to enable local workflows. The SCA Program team will provide oversight and guidance to the local delivery partners by sharing common frameworks, influencing strategy at provincial and regional levels, advocating to the vendor on behalf of the delivery partners, and collaborating across LHINs to ensure implementation is consistent, meaningful, and adding value to clinicians and patients, while accounting for unique local requirements and needs.

The eHealth Centre of Excellence is based in Waterloo, ON and is a leader in the digital health space with a passion for improving the quality of patient care through the effective and innovative use of technology. We value and respect individuals; have an unwavering commitment to the communities we operate in and believe in patient-centre quality care.

Position Description:

Reporting to the Program Manager, System Coordinated Access Program Office, the Project Coordinator is responsible for coordinating the day-to-day SCA Program Office activities and supporting participating LHINS according to established program and project plans. The Project Coordinator will be required to initiate project planning with support from the team, to enable the successful implementation within

structured deadlines and performance measures. This position requires an individual who excels in, enjoys handling many priorities at one time and thrives in a fast-paced work environment.

Key Roles and Responsibilities:

- Work closely with Program Manager and SCA Program Office team members to support the successful implementation of the initiative and support local LHIN delivery partners
- Coordinate project plan activities and deliverables to support projects
- Assists in developing and monitoring projects and plans, monitoring adherence to project schedules and tracking progress and time efficiencies
- Plan and coordinate appropriate internal/external meetings and opportunities
- Develop relationships with project managers and stakeholders to ensure project plan deliverables are effectively coordinated and issues are resolved
- Assist with documentation and ensure system support plans are in place, and maintain project workflow
- Handle incoming requests from multiple stakeholders in a timely and professional manner
- Create, update and distribute meeting agendas
- Record and distribute meeting minutes and follow up on action items as directed
- Coordinate committees and working group meetings and assist in the development of supporting documentation, as required
- Other duties as assigned

Experience, Skills & Qualifications:

- Undergraduate degree in Business Administration, Health Sciences, Health Informatics, Health Administration, or equivalent
- Excellent written and verbal communication, and interpersonal skills with the ability to work with business stakeholders to achieve project goals
- Demonstrated ability to set priorities, identify issues and respond with solutions
- Strong organizational skills and attention to detail
- Demonstrated ability to plan and coordinate effective meetings, projects, and plans
- Demonstrated ability to work both independently and collaboratively in a team environment
- Demonstrated ability to manage competing priorities and meet deadlines
- Proficiency in the use of MS Office Suite; Outlook, Word, PowerPoint, Excel
- Demonstrated experience quickly building and maintaining effective and productive working relationships in complex, multi-stakeholder healthcare environments
- Demonstrated experience in resolving conflict and successfully building consensus
- Demonstrated experience organizing and maintaining effective program and project documentation
- Demonstrated experience working in cross functional teams
- Exceptional analytical and problem-solving skills
- Ability to work in a diverse and fluid working environment, recognizing that different opinions and backgrounds can bring strength to the tasks at hand
- Experience in the healthcare sector is an asset
- Demonstrated ability to attend work on a regular basis
- Some travel will be required

If this position is of interest to you, please submit your cover letter and resume by **August 29th, 2017** to: hr@family-medicine.ca

The CFFM Care Innovations team is a respectful and inclusive workplace. Upon individual request, hiring processes will be modified to remove barriers to accommodate those with disabilities. Should any applicant require accommodation through the application, interview or selection processes, please contact Human Resources at hr@family-medicine.ca for assistance.

We thank all interested applicants; however, due to the volume of resumes we receive only those selected for an interview will be contacted.