
Family Health Team

is currently seeking a **Project Manager, System Coordinated Access Program Planning** to join the eHealth Centre of Excellence for a full-time contract position

Background Information

The Centre for Family Medicine (CFFM) Family Health Team is a well-established family health team providing primary health care and related services to residents in the Kitchener-Waterloo region. CFFM's eHealth Centre of Excellence works both at the system and local level to move eHealth initiatives in Waterloo Wellington forward. The eHealth Centre of Excellence was founded on a vision of creating a collaborative space to share knowledge and develop best practices and to enable technology to support improved clinical care.

Position Summary

Reporting to the Program Manager of the System Coordinated Access (SCA) program, the Project Manager, System Coordinated Access Program Planning will oversee a range of concurrent activities to support the advancement of the SCA support model and the expansion of electronic referral (eReferral). This position will be responsible for planning, day to day management and administration of program expansion plans and supporting deliverables.

Key Roles and Responsibilities:

- Oversee the planning, development, implementation, tracking and evaluation of SCA program expansion activities
- Ensure alignment of plans with health system priorities, including the Provincial Referral Management Strategy
- Work with partners to establish local models to support coordinated access activities and eReferral implementation including the creation of a common governance structure and accompanying resource framework
- Work with partners to ensure local delivery models are set up and resourced accordingly
- Work with partners on process workflow design activities reviewing existing referral processes and tools; conducting as is analysis and delivering process flow diagrams toward future state
- Lead the design and development of future processes to support eReferral implementation including planning and prioritization activities, readiness assessments, conducting sessions to review and develop processes with partners, obtaining approvals; and managing transition and knowledge transfer
- Support the development of individual workplans to design common referral processes and tools within prioritized program and service areas
- Monitor implemented processes and measures to ensure they have been implemented as designed, with the correct data being collected
- Ensure the success of partner activities by providing ongoing support and guidance throughout the planning and implementation process
- Support the evaluation of processes to understand the impact changes have had on access and patient experience
- Act as the escalation point for partners

- Facilitate required committees and working groups
- Other duties as assigned

Skills and Qualifications

- Undergraduate degree in a related field
- Minimum of 5 years eHealth or health care experience in a relevant role including projects of a similar scale/scope
- Project Management Professional (PMP) certification or formal project management training required
- Strong working knowledge of Project Management Institute's (PMI) project management methodologies
- Proficient in SharePoint and Microsoft Project
- Previous experience with enabling technologies in Ontario an asset
- Ability to demonstrate initiative, work effectively and meet competing deadlines
- Experience with preparing reports, proposals and presentations and ensuring quality of reports and data
- Experience participating in eHealth strategy and implementation planning initiatives
- Experience with projects that span multiple organization
- Strong communication skills (written and oral)
- Able to work effectively with a diverse group of clinical and non-clinical stakeholders
- Excellent active listening and interpersonal skills.
- Strong ability to pay attention to detail
- Experience within a LHIN organization an asset
- Knowledge of technologies employed in primary healthcare an asset
- Ability to travel throughout Waterloo Wellington and partnering LHINs

If this position is of interest to you please send your cover letter and resume to: Human Resources at hr@family-medicine.ca

The Centre for Family Medicine Family Health 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.