William Osler Health System is Ontario’s largest community hospital serving the diverse and growing communities of Etobicoke, Brampton and surrounding regions of the Central West Local Health Integration Network (CW LHIN). As a regional referral centre, Osler provides programs and services to nearly one million area residents. Incorporated in 1998, Osler has three unique sites, each providing a wide range of services:

- Brampton Civic Hospital provides Osler’s most complex and seriously ill or injured patients through a mix of inpatient and outpatient services.
- Etobicoke General Hospital is a traditional community hospital that provides all aspects of care from emergency care to surgery and specialist visits.
- Peel Memorial Centre for Integrated Health and Wellness, targeted to open in the future, will provide urgent and emergency care; day surgery and specialty clinics; and focus on helping individuals with chronic conditions manage their disease better.

The Central West Community Care Access Centre (CCAC) helps ensure people have the health care and support they need to remain safe and independent at home for as long as possible. When appropriate, the CCAC aids people in transitioning to long-term care.

CCAC care coordinators are regulated health professionals who use their clinical and critical problem solving skills to assess patient needs, plan their care, and ensure the care and supports in place are making a difference. Care coordinators help patients and their families access the services and supports available in their community, including but not limited to: Assisted Living services, Adult Day Programs and a variety of medical and social services.

The Central West CCAC serves Ontario’s high-growth Central West region, including northern Peel Region, parts of north-western Toronto, south-west York Region, and all of Dufferin County. Last year, more than 35,000 patients were served at home, in school, and referred by the three hospitals located in the community, as well as a large number of hospitals outside of CW LHIN. Collaborative partnership with physicians, nurse practitioners, specialists, contracted service providers, community agencies, and others enhance patient care.

Headwaters Health Care Centre (HHCC) is an 83-bed acute and complex continuing care facility. HHCC serves Dufferin County and the Town of Caledon including Caledon, Grand Valley, Orangeville and Shelburne and offers both inpatient and outpatient services, as well as an Emergency Department with
24/7 coverage. By providing care closer to home and putting patients first, Headwaters Health Care Centre aims to provide an exceptional experience every time.

POSITION OUTLINE:

Reporting to the Regional Director, Patient Experience this newly-created regional and cross-sectoral position is responsible to support innovative strategies that transform the patient experience at Central West Community Care Access Centre (CW CCAC), Headwaters Health Care Centre (Headwaters), and William Osler Health System (Osler).

In this role, the Regional Manager will work with patients and families, health care providers, service delivery agents and other internal and external stakeholders to improve the patient experience across the continuum of care in Central West to support achievement of the three partners Vision, Mission and in alignment with their Values.

Under the direction of the Regional Director, the Regional Manager will leverage a high degree of systems thinking to develop, implement and execute action plans that enable and support staff, physicians, partner health care organizations delivering care and service providers to enhance service delivery, improve care outcomes and patient and family satisfaction.

In addition, the Regional Manager will support the partner organizations to improve and standardize the patient experience by developing and implementing communications, engagement and stakeholder strategies aimed at embedding the patient and family voice in delivery of services across the acute and home care sectors in the Central West geography.

QUALIFICATIONS:

- Bachelor’s or Master’s degree in any regulated health profession, public relations, communications, human resources or related field required
- Experience within a health care setting (minimum 5 years) preferred
- Experience in a progressive management role with strong leadership abilities (minimum 5 years) preferred
- Specialty training in customer service and service recovery an asset
- Formal training in Alternative Dispute Resolution (ADR) and Conflict Management an asset
- Proven leadership and demonstrated skills in organizing, motivating and directing a small team and working effectively with senior leadership
- Knowledge and understanding of change management communications theory and execution
- High level of systems thinking and ability to influence and build relationships through personal excellence
- Experience and expertise in communicating and working in a patient centred organization
- Project management and process design experience an asset
- Ability to communicate effectively with a diverse workforce, patient population and community.
- Ability to work with highly confidential information
- Demonstrated ability to be fair, objective and non-judgmental
- Actively demonstrate extraordinary patient experience and patient engagement in an environment of customer service
- Outstanding customer satisfaction and follow through skills, and knowledge of (or willingness to learn about) the highest levels of patient/client service
- Highly resourceful, solution-oriented with strong investigative nature and excellent problem solving skills
- Superior facilitation, presentation, interpersonal, and written/verbal communication skills
- Demonstrates interest in quality improvement, innovation and research.
- Experience working in a unionized environment an asset
- Ability to travel between sites as required. Vehicle is necessary.
- Is a ‘competent person’ as defined by the Occupational Health & Safety Act, and responsible for duties as outlined in the Occupational Health & Safety Act in section 27(1).
- Demonstrates commitment to the partner organization’s vision, mission and values.
- Excellent attendance and punctuality

| Interested applicants are requested to forward a cover letter and resume to: |
|-----------------------------|---------------------|
| HR, 199 County Court Blvd, Brampton |
| Email: careers@cw.ccac-ont.ca |