DIRECTOR, PATIENT SERVICES
JOB POSTING
LHIN 019/17

Erie St. Clair – Windsor, Chatham, Sarnia

Background:
The 14 Local Health Integration Networks (LHINs) are organizations that plan, coordinate, integrate, and fund health care services. In addition, as outlined in the Patient’s First Act, the LHINS are also responsible for overseeing the delivery of home care services in the region. LHINs are a critical part of the evolution of health care in Ontario. They continue to work to create a patient-centered, results-driven, integrated, and sustainable health system.

The Erie St. Clair LHIN services the regions of Chatham-Kent, Sarnia/Lambton, and Windsor/Essex which includes approximately 650,000 people, and supports an annual budget of over $1.1 billion dollars for our local health care services.

Position:
The Erie St. Clair LHIN has a need for a Director, Patient Services position, as described below. The Erie St. Clair LHIN is committed to supporting healthcare in a manner that is consistent with patient and family centered care. Applicants are required to have a demonstrated understanding and commitment to this care philosophy. A valid driver’s license is required. The position may be located within the Erie St. Clair Region. Salary will be commensurate with experience and qualifications.

LHIN 019/17 Director, Patient Services

PRIMARY PURPOSE
Reporting to the Vice President, Home and Community Care, the Director, Patient Services, is responsible for providing ongoing leadership and direction to a team of managers and staff in the coordination and delivery of home and community care for the Erie St. Clair LHIN. The position ensures that efficient, effective and high quality service is provided to patients and families, within a designated portfolio. Building and maintaining positive relationships through a Patient and Family Centred approach, with community and hospital stakeholders, contracted service provides, primary care and other health system partners is a requirement for this position.
KEY ACCOUNTABILITIES INCLUDE:

- Leads the planning, organization, direction and evaluation of care coordination, system navigation, home care, and LTC referral/placement services, and other specialty programs, (including direct nurses, clinical care coordinators, and Tele-homecare), within the catchment area.
- Directs and evaluates the Care Coordinator role in Primary Care Integration strategies, chronic disease mitigation and improvement strategies for the LHIN region.
- Directs and evaluates the Care Coordinator role in Mental Health and Addiction Services in collaboration with Erie St. Clair District School Boards.
- Provides leadership and support 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 Patient and Family Centred Care philosophical approach, incorporating policies, relevant legislation, standards and guidelines.
- Develops and maintains community partnerships (including service providers, hospitals, and home and community support agencies) and represents the Erie St Clair LHIN on a variety of community and/or professional committees and work teams.
- Monitors community needs, service changes, patient satisfaction, caseload size/focus, and service utilization to ensure programs are responsive and address emerging needs.
- Develops local processes to monitor, identify and manage risks within patient care.
- Supports conflict resolution for complex patient relations issues.
- Works closely with LHIN Sub-Region Directors to ensure the delivery of exceptional home and community care, and foster integration opportunities within the sub-regions and other system partners.
- Partners with other LHIN Directors, Leads and staff to cooperate across functions to deliver and align projects, initiatives or services.
- Participates in and contributes to provincial inter-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 Erie St. Clair 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 LHIN to
deliver high quality home and community care that meets the needs of patients and families.

- Accountable to support Erie St. Clair LHIN strategic priorities and plans as well as regional mandates required of the LHIN, Ministry of Health and Long Term Care

POSITION REQUIREMENTS

EDUCATION:

Graduate of an accredited university with a degree in Health Sciences, Health or Public Administration, Master’s preferred or equivalent work experience. Regulated Health Professional in good standing with provincial College.

EXPERIENCE and KNOWLEDGE:

- 5 - 7 years’ experience in progressively responsible and related positions in health care with demonstrated experience and success in a leadership role.
- Broad experience in diverse and unionized community health care environments.
- 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 techniques 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.

ADMINISTRATIVE AND TECHNICAL SKILLS:

- In depth understanding of organizational policies and procedures including health and safety practices and collective agreements.
- Exceptional planning, project management, and organizational skills.
- Ability to use MS Office applications (e.g., Word, Excel, PowerPoint, etc.)
Patient and Family Centred Care
The Erie St. Clair LHIN is committed to supporting healthcare in a manner that is consistent with Patient and Family Centred Care. Applicants are required to have a demonstrated understanding and commitment to this care philosophy.

Priority consideration will be given to candidates who possess knowledge of Canada’s two official languages.

To Apply:

Please submit your cover letter and resume no later than 4:30PM, September 7th, 2017 TO:

Resume@lhins.on.ca

Please include the reference “LHIN 019/17 Director, Patient Services” in your e-mail subject line.

The Erie St. Clair LHIN is an equal opportunity employer. Individuals with a disability requiring accommodation during the application and/or the interview process should advise the recruitment contact so arrangements can be made.

We thank all applicants for their interest, but advise that only those selected for an interview will be contacted.