

Coordinator, After Hours Clinical Operations Full-time (37.5) & Part-time (Temporary or Regular) University & Victoria Hospitals

New clinical leadership opportunities have been developed to add to the After Hours Coordinator coverage for LHSC. The added hours will include nights as well as extending coverage to include support for the programs of Women's & Children's as well as Mental Health. Shifts include: 1500 to 2300, 2300 to 0700, and 1100 to 1900 Monday to Friday and 12-hour shifts on weekends (0700 to 1900 and 1900 to 0700). Staff will be able to self-schedule in this role. **(Note: these shifts are still under review – hours of coverage will remain unchanged, shifts may vary by an hour or so)**

Here's your opportunity to become one of the most visible, cross service- trained emerging leaders at LHSC! This role, which is similar to the historic 'nursing supervisor' role, has responsibility for after-hours clinical and operational activities including: supporting staff; assisting with disclosure and family issues; assisting with staff and patient safety issues; supporting emergency notification systems; responding to capacity/patient flow issues; and assisting with any unanticipated operational issue that must be managed during after hours. This role is supported in real time by on-site Security for emergency notifications, by Bed Management staff for patient flow operations and by on-call leaders for clinical and patient flow operational issues.

As a frontline clinical leader, you will regularly lead staff, assist and mentor teams to make high-quality, patient care decisions and play an active role in patient care leadership across both LHSC sites and in the region. Reporting to the Manager, Patient Access and Flow, the Coordinator provides: key leadership and clinical support to nursing and non-nursing staff personnel; a highly visible presence across all nursing units; and ensure the Hospital's "Call to Action" objectives are met while creating an environment that supports the Mission, Vision and Values of the Hospital.

This career opportunity is geared to support leadership development for those who know or believe they aspire to growing leadership roles. A portion of the scheduled time is dedicated, deliberate talent management learning and is offered to all incumbents. You will be provided with a talent management team which will include: a learning coach, mentor(s), peers and your Manager. You will work with your Manager to develop a talent leadership learning package designed for your specific goals and development needs. Many current leaders began their leadership journey in a similar position. Come join our team! Together we can make this one of the best experiences of your career!

Critical Management Competencies:

- Impact and Influence
- Interpersonal Sensitivity
- Leadership Presence

Other Management Competencies:

- Developing Others
- Holding Self & Others Accountable
- Business Acumen
- Visionary Leadership
- Strategic Orientation
- Service, Quality & Safety Orientation
- Results Orientation

Qualifications:

- Successful completion of a recognized baccalaureate degree program in a health-related field or equivalent acceptable to the Hospital (e.g. consideration given to working toward a degree combined with additional directly related experience)
- Current Certificate of Registration from a College recognized under the Regulated Health Professions Act
- Minimum 3-5 years of recent direct patient care experience in an acute medical environment or hospital setting
- Minimum 2 years experience in progressively more responsible leadership roles in a healthcare environment (academic acute care hospital preferred)
- Knowledge and understanding of patient registration and scheduling systems, staff scheduling, workload measurement, budgets, labour relations and hospital operations preferred
- Demonstrated behaviours supporting our Core Values of Respect, Trust and Collaboration
- Demonstrated knowledge of and commitment to patient and staff safety at LHSC
- Demonstrated experience with the principles and practice of Shared Leadership
- Effective interpersonal and oral/written communication skills with a proven track record of fostering collaborative partnerships and change management
- Highly developed critical thinking skills with an innovative approach to problem solving.
- Sound negotiation and conflict resolution skills and strong team building and organizational skills
- Recognition and understanding of Emotional Intelligence (EI) and how EI is applied in practical situations with the ability to assess emotional factors
- Ability to effectively work with diversity, appreciating that different opinions, backgrounds and characteristics can bring richness to the challenge at hand
- Demonstrated ability to attend work on a regular basis

We foster a culture of patient and staff safety whereby all employees are guided by LHSC's Mission, Vision, Values and Code of Conduct. If interested in this leadership opportunity, please prepare your submission and forward to Julie Webster-Rogers.

Submission Requirements: (submit electronically by deadline date)

- Cover Letter, Resume, Listing of Education, Credentials & Certifications
- Written summary identifying how you demonstrate LHSC Core Values (less than 150 words)

Julie Webster-Rogers, Management Recruitment Consultant
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