



Manager, cSWO Project Management Office – Full-time

cSWO Project

The Province of Ontario has the objective of creating an integrated Electronic Health Record (EHR) by 2015 for the residents of Ontario. The EHR will ensure that the patient's health information is made accessible in a timely, secure fashion at any point of service in the health care system. The EHR will also improve the quality of care, the sustainability of the health system, enhance planning and decision support, and reduce wait times. To meet this objective, eHealth has created three clusters in Ontario that will be working in parallel on complimentary priorities to meet this objective: connecting North East Ontario (cNEO), connecting Greater Toronto Area (cGTA), and connecting South West Ontario (cSWO).

The cSWO project's goal is to plan, establish, and deploy an EHR Program for South West Ontario which will provide Health Service Providers and care givers timely access to electronic health information across the continuum of care, throughout the cluster, and will align with Ontario's eHealth Blueprint and standards. London Health Sciences Centre's relationship with respect to the cSWO Project will be in terms of EHR Program Management.

The Manager, cSWO Project Management Office is responsible for the design, development, and leadership of the Project Management Office (PMO) for the Connecting South West Ontario (cSWO) Electronic Health Record (EHR) Program. The role exists in a matrix reporting structure. Overarching accountability is to the Director, Clinical Informatics, Clinical & Corporate Solutions at LHSC with daily direction and accountability extended to a designated cSWO executive lead.

The Manager is accountable to develop and implement the project management methodology for cSWO based on industry best practice. The role supports the PMO's key activities, including creation and tracking of project timelines, deliverable completion, project budgets, and effective utilization of resources. The Manager monitors the performance of multiple Project Managers and delivery partners through quality reviews, monitoring adherence to PMO standards and procedures, and feedback from stakeholders and clients at project closure.

This unique role presents an opportunity to extend your proven strengths and talents to new levels. If you thrive in this kind of environment and have a passion for being part of a transformational initiative, we want to hear from you! To be successful in this role, applicants who possess the following critical competencies and qualifications are encouraged to apply.

Critical Management Competencies: (go to www.lhsc.on.ca/priv/hr/tms/competencies.htm for further details)

- Business Acumen
- Holding Self & Others Accountable
- Results Orientation
- Impact and Influence

Other Management Competencies:

- Visionary Leadership
- Interpersonal Sensitivity
- Leadership Presence
- Service, Quality, & Safety Orientation
- Developing Others
- Strategic Orientation

Qualifications:

- University degree in Healthcare Administration, Business Administration or related discipline
- Certification from the Project Management Institute required
- Minimum 5 years' experience in progressively more responsible leadership roles in a healthcare environment (academic acute care hospital preferred)
- Experience related to delivering customer service and a demonstrated ability to manage customer service related metrics
- Demonstrated behaviours supporting our Core Values of Respect, Trust and Collaboration
- Strong participatory leadership and team building skills
- Demonstrated knowledge of local and regional health care systems
- Excellent interpersonal skills with the ability to build partnerships and generate consensus
- Effective communication and organizational skills
- Innovative critical thinking skills with the ability to analyze and problem solve
- Demonstrated experience with organizational change and improvement initiatives
- Demonstrated experience with strategic planning
- Demonstrated experience working within a matrix-reporting structure
- Recognition, understanding and demonstrated Emotional Intelligence (EI), particularly emotional self-awareness, assertiveness, optimism, stress tolerance and empathy, in a variety of situations
- 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 Melissa Dyer:

Submission Requirements: (submit electronically by deadline date)

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

Melissa Dyer, Recruitment Advisor
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