The North Simcoe Muskoka Local Health Integration Network (LHIN) is one of 14 local organizations in Ontario that plan, coordinate and fund local health services and deliver high quality home and community care to patients and families. The North Simcoe Muskoka LHIN is committed to health improvement, innovation, and the establishment of collaborative partnerships to improve population health, patient experience and value for money across the health care system.

LHIN staff incorporates the best aspects of teamwork and continuous learning as they work with the local community to ensure the best health outcomes for everyone. If you have a passion for excellence and an entrepreneurial spirit, this is your opportunity to make a difference as part of a dynamic team transforming the Ontario healthcare system.

Director, Home and Community Care

Reporting to the Vice President, Home and Community Care, this position is responsible for planning directing and evaluating the delivery of patient services to patient populations in a designated Sub-Region. The Director will be responsible for assisting with the creation of plans to support health service delivery, taking into account current services, funding requirements, community and population needs and growth. Working alongside the Sub-Region Clinical Lead and the Sub-Region Director, System Transformation, the Director will participate in the planning process, including public consultation, using developed communication and presentation skills. These three system leaders will provide strategic leadership, direction and oversight to the development, implementation and evaluation of health system strategies and plans, integration and sub-region alignment.

DUTIES AND RESPONSIBILITIES:

Internal/External Patient Service Delivery

- Plans, directs and evaluates the delivery of care coordination/navigation, LTC placement services, specialty programs and services within the assigned functional, service lead and team areas.
- Works in collaboration with performance management department to ensure quality service delivery within service provider contract standards.
- Ensures patient services are provided in accordance with relevant legislation, best practice standards, guidelines, policies and procedures.
- Participates in the development of service delivery performance standards and quality improvement processes, and ensures implementation within designated responsibilities; in conjunction with the Vice President, Home and Community Care, and fellow Home and Community Care Directors.
- Monitors community needs, service changes, patient satisfaction, resource allocation impact and service utilization, and communicates to senior management to ensure that programs and services are patient centered.
- Develops processes to monitor quality and identify and manage risks to patient care

- Manages complex patient issues and complaints (in consultation with the Vice President, Home and Community Care as required).
- Manages complex staff issues and complaints (in consultation with the Vice President, Home and Community Care and Human Resources).

Patient Safety

- Conducts event investigation and follow-up using a root cause approach.
- Supports the patient safety culture and ensures patient safety is discussed quarterly at their team functional and service meetings and forwards suggestions for improvement.
- Advances staff suggestions for improving patient safety to the Vice President, Home and Community Care.
- Accesses evidence and best practice in their service/functional area.

Relationship Management

- Develops and maintains a collaborative relationship with service providers, hospitals, schools, Long Term Care Homes and other community partners within a Sub-Region.
- Works with community partners and stakeholders regarding the planning and provision of patient care both at a system and organizational level.
- Represents the LHIN on a variety of provincial, Sub-region and community committees and project teams to develop initiatives to provide integrated and quality patient care.
- Leads and/or participates on internal LHIN projects and committees to develop and implement strategies to improve patient care.
- Provides support to senior management by identifying the impact of proposed changes.

System Transformation

- Works collaboratively with the Sub-Region Clinical Lead and the Sub-Region Director, System Transformation to implement strategies that support the advancement of *Patient's First* initiatives.
- Manages and provides oversight to the programs within his/her Sub-Region.
- Supports individuals, groups and organizations to enable them to play a role in health system transformation.
- Represents the NSM LHIN direction and mandate in a professional manner when interacting with health service providers.
- Utilizes the collective agency of community stakeholders to develop and sustain programs/services.

Leadership

- Provides ongoing leadership and direction to managers and staff.
- Participates in Sub-Region and system planning and program development.
- Develops, implements, monitors and evaluates functional, service and team operational plans, goals and achievements.
- Identifies budget requirements and allocates approved funds in accordance with LHIN priorities; monitors and manages budget allocation.
- Models competencies required for interdisciplinary care (cooperation, collaboration, communication, leadership, accountability).
- Participates in strategic planning, development and implementation of an accreditation plan for improved patient care.
- Lead strategic and operational initiatives.
- Follows safe practices related to the security and privacy of information.
- Other duties as assigned.

Quality and Risk Management

- Champions the desired organizational risk management tone and culture.
- Integrates sound risk management practices into the business processes and day-to-day decisions responsible for.
- Reports risks with causes, impacts or mitigations beyond scope of responsibility to senior management.
- Supports the participation of staff in learning opportunities to build competencies.

Human Resources Management and Health & Safety Commitment

- Develops human resource plans that indicate staffing requirements for teams.
- Leads recruitment, selection and hiring of staff as required.
- Ensures fair and equitable application of human resources policies.
- Identifies and promotes factors conducive to a positive working environment for all employees including reward and recognition.
- Conducts performance appraisals for direct reports.
- Monitors and addresses performance concerns related to Home and Community Care staff.
- Promotes an environment supporting continuous development and improvement.
- Be accountable for taking every reasonable precaution to protect the health and safety of employees under their supervision and are responsible to ensure that equipment is safe, properly instructs employees on safe operation and use and ensure employees follow established safe work practices and procedures.

Job Specific Competencies

- Effective communication skills including: listening, presenting, articulating conveyance of messages in an honest, open, transparent and straight-forward style.
- Demonstrated leadership skills including: inspiring and motivating staff to achieve outcomes; effective team building techniques; demonstrating commitment to mission and values; and functioning effectively with tact and diplomacy while handling stressful issues.
- Results-oriented leadership style that encourages empowerment and collaboration while demonstrating strong decision-making ability; can facilitate change through knowledge, negotiation and strategic business acumen that encourages positive outcomes; is a visible leader and has a patient-service orientation.
- Strategic thinker who is able to develop short-term and longer-term plans that reflect current trends while identifying priorities for relevancy and leadership in the future; able to operationalize strategies to execute key priorities.
- Strategic Planning: Communicates corporate goals and objectives within the department. Aligns department tasks and objectives with corporate goals and objectives. Establishes clear targets and measures to track progress toward department objectives. Shares organizational performance measurement information and encourages dialogue and analysis.
- Strong change management skills; able to focus priorities and drive for positive change; encourages and holds themselves and others accountable.
- Ability to convey a positive image of self and organization to staff, the community and public; understands key external relationships important to the success of the organization.
- Relationship Management: Builds multiple collaborative relationships to support department and organizational performance.
- Identifies the key issues and includes key players when dealing with external parties/units on joint projects.
- Demonstrates an ability to build lasting relationships through strength of positioning and flexibility.
- Risk Management: Measures and evaluates outcomes and corrects direction as appropriate.
- A demonstrated passion for advancing healthcare within the context of a system-wide strategy and the

broader challenges of changing healthcare policies.
- Able to apply clinical ethical principles and provide aligned leadership.

POSITION REQUIREMENTS

Education:
- Possesses a degree at the baccalaureate level in a regulated health profession required.
- Member in good standing with a regulatory body in Ontario is required.
- A master's degree is an asset.

Experience:
- Has 5-7 years of health related experience.
- 3-5 years experience in a leadership role/management is essential.
- Demonstrates experience in patient focused programs and services.
- Fluency in French is a requirement.

Other:
- Valid drivers license, insurance and access to a motor vehicle are required.
- Ability to travel within the region on a regular basis.

To apply for this position, state ' DIRECTOR HCC" in the subject line of your email and send with your résumé to nsm.careers@lhins.on.ca .

The LHIN is governed by the requirements of the *French Language Services Act* and therefore the successful candidate must be French speaking.

The LHIN is committed to accommodating people with disabilities as part of our hiring process. If you have any special requirements during the recruitment process, please advise Human Resources.

The LHIN is an equal opportunity employer and all applicants are welcome. We thank all applicants who take the time to apply; however, only those invited for an interview will be contacted.

As part of the mandatory screen process the LHIN requires professional references, verification of academic training, professional accreditation, plus a current Criminal Records Check.