

Position Title: Director, Transformation and Learning

Department: Administration

Reports to: Vice President, People & Organizational Effectiveness, CHRO

Site: Owen Sound

Union Affiliation: Non Union

Effective Date: January 2018

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POSITION PURPOSE

This position is an opportunity for a transformational leader with a passion for continuous improvement and organizational development. Working with a dynamic team, you will lead, inspire and support Learning Resources, Transformation Strategies and Volunteer Services

The ideal candidate will have a proven track record in process improvement and change management to lead by example and work collaboratively across GBHS to establish a corporate transformation governance structure.

You have extensive project management experience to promote knowledge sharing and work within a governance structure that ensures cost-effective, sustainable project delivery on time, scope and budget by maximizing service efficiencies, optimizing the use of human, fiscal and IT resources, and aligning transformation initiatives with organizational goals and priorities.

This position will oversee the development and implementation of a talent management plan and supporting strategies to provide training and growth opportunities for our staff to meet individual and organization goals.

MAJOR RESPONSIBILITIES

Transformation

- Develop, design and implement a corporate wide transformation and project governance structure and matrix to ensure organizational projects align with corporate priorities and available resources.
- Identify and organize an inventory of process improvement tools and resources to support staff in the analysis and implementation of continuous improvement initiatives.
- Participate in the development and implementation of a process to design and hold accountable corporate and departmental operating plans to align with strategic directions.

- Strategize with project owners and executive leaders on developing business cases, impact and cost benefit analysis for corporate projects and program plans.
- Ensure projects are managed within project delivery framework.
- Provide leadership, consultation and recommendations in the development of transformation proposals, including addressing critical issues and risks with senior leaders to ensure a cost-effective and sustainable delivery.
- Execute project management methodologies and processes to ensure clear definitions and approval of project scope, timelines and budgets, while adhering to quality standards, strategic and business requirements, and customer expectations.
- Develop project management reporting and tracking tools including project intake, resource utilization, capacity forecasting, project status and milestones, performance measures, benchmarking, and others.
- Plan and facilitate transformation workshops.
- Keep on top of emerging trends and standards, participate in industry-related events and be a recognized transformational leader.

Learning Resources

- Conduct needs assessments to identify, define and continuously update a learning curriculum for the leadership and career program.
- Provide leadership on workforce planning, talent management and succession planning to identify current and future needs.
- Design learning and organizational plans to mitigate risk and potential skills shortages.
- Design and negotiate delivery of on-boarding programs, integration of e-Learning development tools, classroom training, action learning, group coaching, mentoring and other best in class approaches to appeal to various learning styles.
- Maintain a Learning Management System to meet the educational requirements across Grey Bruce Health Services
- Provide the platform to implement mandatory and legislated training in order to increase patient and staff safety.
- Manage a central education budget.
- Provide leadership on a performance development evaluation tool and process.
- Provides leadership to the OTN program and oversees the scheduling, maintenance and purchase of OTN resources for the organization.

Volunteer Services

- Provide leadership, support and direction to the corporate volunteer program.
- Oversee the development of volunteer programming to provide the corporation with adequate volunteer resources to support corporate programs and services and meaningful and rewarding work for our volunteers.
- Facilitate a process to receive and respond to volunteer feedback.
- Develop and implement a volunteer recognition program that recognizes contributions and service.
- Support auxiliary executive in carrying out their duties and responsibilities.
- Liaise with Patient Relations to attract and retain Patient Advisors

Other

- Policy and Procedure to Support programs and services within this portfolio
- Foster collaboration and build relationships across the organization.
- Develop, support and manage staff to maximize team and individual potential.
- Lead and motivate a diverse workforce, that fosters effective teamwork, performance, continuous learning and innovation.
- Develop, recommend and administer operational budgets and ensure that expenditures are controlled and maintained within approved budget limitations.

REPORTING RELATIONSHIPS

Responsibility for supervising others?

Yes

No

If yes, list positions supervised:

Learning, Volunteers and Transformation staff 10 Staff

QUALIFICATIONS

- Post-secondary education in a relevant field of study that may include but is not limited to: organizational development, business administration, human resources.
- Process improvement certification, ie Green/Black Belt in LEAN and/or Six Sigma.
- Certification as a Training / Learning Development professional or in Adult Education is an asset
- Experience designing and developing professional development programs and / or courses (face-to-face and online) to meet an organization's strategic plan
- Extensive experience leading transformational change and organizational development initiatives, that support service improvement and/or efficiencies.
- Considerable management experience related to strategic and corporate planning.
- Knowledge of the employee engagement principles and strategies with demonstrated experience conducting / interpreting need assessments and/or employee engagement surveys
- Proven experience as a customer-service leader with the ability to demonstrate value-add service delivery to key stakeholders and clients.
- Proven experience in process improvement and re-engineering in a variety of hospital functions.
- A track record demonstrating extensive project and program management experience, including: financial management, operational and capital budget experience.
- Experience with, and knowledge of, change management principles, methodologies and tools that foster the cultural aspects of change management.
- Ability to develop effective relationships both internally and externally.
- Ability to manage competing priorities and demands in a rapidly changing environment.
- Proven experience negotiating with, and managing third-party service providers.
- Proven experience creating performance metrics and outcome measures to evaluate success.
- Excellent strategic, planning, analytical and problem-solving skills.
- Proven experience developing financial and non-financial business cases.
- Proven experience developing and facilitating planning workshops
- Respect and appreciation for the diverse views, values and culture of our Hospital.
- Proven ability to act in an ethical and transparent manner, in compliance with the corporate code of conduct.

- Thorough knowledge of the Occupational Health and Safety Act, including knowledge of management responsibilities for health and safety compliance under the legislation.
- Thorough understanding of the requirements of the Accessibility for Ontarians with Disabilities Act.

SIGNATURES

Manager: _____

Date: _____

Human Resources: _____

Date: _____

Department Head: _____

Date: _____