

REVISED

Home and Community Care Support Services offers a wide-range of quality healthcare services and resources to support people of all ages at home, school or in community. In addition to planning, delivering and coordinating care for thousands of people each day in Northeastern Ontario, we also manage eligibility and admissions to long-term care homes, short stay respite, assisted living, and adult day programs. We need caring, motivated people who are driven to help others and make difference in their community, to join our multidisciplinary team.

We have the following permanent, full-time position now available:

Manager, Performance and Relations

Location: Any Home and Community Care Support Services North East office

Job Posting #189-22

Reporting to the Director, Contracts & Facilities, the Manager, Performance and Relations, is responsible for the ongoing monitoring, trending, analysis, and management of Home & Community Care contracted service provider performance in accordance with established evaluation criteria. The Manager also promotes consistent application of the joint contractual obligations between HCCSS NE and the Service Providers and assists with improvement initiatives or changes with contracted services as required.

KEY ACCOUNTABILITIES:

- Collaborates and provides support to Home & Community Care and Service Providers with critical service delivery issues;
- Participates in the development and manages the implementation and evaluation of new service delivery models or transition of contracted service providers;
- Establishes and maintains effective relationships with all key stakeholders to aid in the delivery of quality patient care;
- Leads or represents HCCSS NE on multi-disciplinary committees and inter-agency working groups;
- Acts as a key resource to all HCCSS NE staff and managers regarding designated service requirements as defined in the contractual agreements;
- Ensures Service Provider compliance with and submission of Performance Standards and works effectively with Service Providers to meet targets, resolve disputes, and facilitate improvements;

- Complies with the Occupational Health and Safety Act, Regulations, and the organization's health and safety practices, policies, and procedures;
- Leads and contributes to continuous quality improvement strategies;
- Ensures staff engagement and involvement for change initiatives;
- Performs other duties as assigned.

POSITION REQUIREMENTS:

- Relevant undergraduate degree or diploma in a business or health related field;
- Significant experience in diverse and unionized community health care environments;
- Experience in a competitive procurement environment and contract management in the public sector;
- Knowledge of quality improvement practices and models is required;
- Quality/Lean Six Sigma certification preferred;
- Well-developed planning, organizing, critical thinking, decision making and evaluation skills;
- Effective communication and interpersonal skills;
- Strong coaching, negotiation and conflict resolution skills;
- Leadership experience is an asset;
- Must have valid driver's license and access to a reliable vehicle. Some travel across the HCCSS NE and other locations may be required and necessitate driving.
- Oral and written proficiency in both English and French is preferred. Candidates who are not bilingual in French may be considered, however, candidates who meet all requirements will be given priority for an interview.

SALARY:

Commensurate with qualification and experience and subject to job evaluation. Home and Community Care Support Services provides a competitive compensation package including health and wellness benefits and a pension program.

Interested persons are invited to submit a cover letter and resume by email to:

necareers@hccontario.ca by **4:30 p.m. on October 12, 2022.**

For more information on Home and Community Care Support Services North East, please visit us at <http://healthcareathome.ca/northeast>.

Individuals with a disability requiring accommodation during the application and/or the interview process should advise the recruitment contact so arrangements can be made.

Please reference job posting #189-22 when applying.

Home and Community Care Support Services North East is an equal opportunities employer and welcomes applications from all suitably qualified persons. We thank all applicants for their interest; however, only those selected for an interview will be contacted.

Home and Community Care Support Services has implemented a mandatory vaccination policy across the province that requires all staff to be fully vaccinated against COVID-19. Applicants being considered for employment will be required to provide proof of vaccination documentation confidentially to Human Resources upon hire. Any medical or human rights exemption requests will be reviewed and validated prior to an offer of employment.