



Mental Health and Addiction Leadership Opportunities:

System Transformation Lead

Posting #: 17-0814E

Temporary Full-Time (2 years)

Location: Sudbury, ON

Health Sciences North (HSN) is seeking a results oriented leader to lead and prioritize system level transformation, and to increase the value of child and youth services, through the development and implementation of strategic improvement initiatives. The successful candidate will manage and drive the process of continuous quality improvement for the Children and Youth Mental Health and Addictions Program (MHAP) from a value-stream perspective and to deliver overall business results for the assigned value stream, which includes but is not limited to the Crisis Urgent Response & Care Transitions team, the Child & Adolescent Mental Health Psychiatric Unit, the Regional Eating Disorders Program, the Perinatal Mental Health Program, and the Early Psychosis Intervention Program.

The Mental Health and Addictions program is seeking applicants with strong clinical knowledge and leadership skills to proactively engage the workforce in driving changes to achieve departmental and system level targets, that align with best practices and mental health and addictions quality and accreditation standards. The successful applicant must have demonstrated capabilities to establish effective relationships with internal and external stakeholders in order to effectively implement system transformation. The role operates within a continuous improvement culture using Lean principles focused on improving work and care at HSN.

A dynamic and growing health care environment awaits you in Sudbury Ontario: Canada's happiest city! Surrounded by provincial parks and over 200 lakes, Greater Sudbury has over 160,000 residents and is a rich mix of urban, suburban, rural and wilderness environments. Just a one hour flight or four-hour drive of Toronto; here, you will experience the balance of a challenging clinical career and a comfortable lifestyle, right in the heart of Northern Ontario's largest city.

HSN offers competitive salary and vacation, extended health and dental benefits, a pension plan through HOOPP and relocation allowance to assist with moving expenses.

The full job description can be viewed below.

Interested applicants are asked to apply directly to **posting #17-0814E** by December 27, 2017 at 4:00 pm on the HSN Careers Website at hsnsudbury.ca/careers. To learn more about Sudbury, find [Relocating to Sudbury](#) on our careers page.

Health Sciences North (HSN) is a regional resource and referral centre for over 600,000 residents across northeastern Ontario. It features state-of-the-art technology with over 3,900 employees, 800 volunteers and a medical, dental and midwifery complement of 260. HSN has become a Research and Academic Health Science Centre affiliated with the Northern Ontario School of Medicine and the Advanced Medical Research Institute of Canada.

Management

Date Posted: December 6, 2017

Posting #: 17-0814E

Position: System Transformation Lead

Status: Temporary Full-Time (January 2018 to November 2019)

Program: Mental Health and Addictions

Department: Mental Health and Addictions

Site: Sudbury Mental Health & Addictions Centre - Cedar (SMHA-Cedar)

KEY FUNCTION:

Lead and prioritize improvement work to increase the value of services to clients system wide. Oversee the development and implementation of comprehensive staff development programs and adoption of clinical practices that span across the program including mental health core competencies, best practice guidelines, new Health Quality Ontario mental health quality standards and accreditation standards.

REPORTING:

Under the general direction of the Administrative Director, Mental Health and Addictions.

DUTIES:

1. Direct and lead in the development and implementation of strategic improvement initiatives which respond to current and future program needs aligned with the assigned value stream.
2. Facilitate prioritized strategic improvement initiatives, including process mapping, assessment, pre-work, planning, event facilitation, and follow-up/sustainment.
3. Engage Mental Health and Addictions Program (MHAP) management, clinical leadership, psychiatrists and front-line staff in advancing mental health and addictions clinical development priorities.
4. In collaboration with clinical managers, assess and identify problems and opportunities, coordinate the activities of improvement teams, identify required resources, and develop schedules to ensure timely completion of improvement work.
5. Coach process owners to track and report results of improvement efforts including collecting and analyzing data, maintaining results and preparing reports to support decision-making and continuous improvement.
6. Lead the development of the system current state value stream and substreams maps (e.g. community transitions, patient flow, depression, suicide etc.) and engage key stakeholders in the development of the future state value stream maps that consider evidence-based treatment approaches.
7. Prioritize and lead improvement initiatives aligned with the achievement of the desired future state for the value stream.
8. Analyze data to understand emerging trends and plan resource allocation to address shifts in the presenting population(s).
9. Promote early identification of barriers to achieving improvement outcomes, solution-focused priority setting, and problem-solving at the program level.
10. Ensure that all improvement work is patient-focused, and engages patients and families as key partners in system re-design; evaluate patient care and satisfaction and formulate solutions for improvement.
11. Champion the adoption of evidence-informed care and best practices.
12. Participate in the accreditation process and work to ensure that the program and HSN achieve, maintain and continually improve upon their accreditation status.
13. Initiate new education programs/services and actively lead program planning, implementation and evaluation of new initiatives linked to the development of the MHAP Centre of Excellence in Mental Health Care and Education.
14. In collaboration with the program director and Organizational Development and Learning (ODL), liaise with academic institutions to identify and support learning opportunities for students including clinical placements and student graduate research initiatives that are aligned to HSN/MHSP priorities.
15. Determine and align improvement projects with HSN True North; monitor and adjust to achieve goal outcomes.
16. Teach, coach and lead staff in the development and monitoring of quality indicators and improvement initiatives.
17. Engage in and foster professional development of all staff and provide opportunities for learning within budgeted resources.
18. Collaborate with internal and external stakeholders/organizations/community groups to achieve program objectives, integrate and link services and foster partnerships across the continuum of service delivery.
19. Participate in education and training specific to current, relevant federal and provincial health and safety legislation, standards and guidelines.
20. Represent the department or program on various committees and in meetings as required.
21. Perform other duties as required.

QUALIFICATIONS

EDUCATION AND TRAINING:

- 1. Minimum of a Bachelor's Degree with a specialization in a health-related field (e.g. Health Services Management or Human Services), from an accredited university.
- 2. Ministry of Labour "Worker Health and Safety Awareness in 4 Steps" training certificate is required.

EXPERIENCE:

- 1. Minimum of five (5) years' experience working in Mental Health and Addictions (e.g. Child & Youth Mental Health Service Delivery).
- 2. Minimum of two (2) years' working in a leadership/supervisory role, preferably in an in-patient or community-based Mental Health environment.
- 3. Experience in process improvement and in healthcare improvement work.

KNOWLEDGE/SKILLS/ABILITIES:

- 1. Demonstrated knowledge of competencies in the adoption of evidence-based approaches, health research and best practice guidelines in the care and treatment of youth with mental health, developmental, behavioural and/or addictions issues.
- 2. Demonstrated superior knowledge of evidence-informed approaches to care and treatment for persons presenting with mental health and addictions issues.
- 3. Demonstrated time management, prioritization, organization, and problem-solving skills.
- 4. Demonstrated knowledge of Recovery Principles, the Mental Health Act (MHA), Consent and Capacity Board, associated legal issues, Personal Health Information Protection Act (PHIPA), Informed Consent, and best practices in Mental Health.
- 5. Demonstrated knowledge of key system constraints (bottlenecks, delays, resource challenges, gaps) and ability able to quickly identify critical process issues, non-value added activities and waste.
- 6. Demonstrated ability to recognize when to escalate challenges which require broader system intervention to the appropriate level of management as required.
- 7. Demonstrated ability to coach, advise and teach others using the principles of adult learning.
- 8. Demonstrated training, experience or utilization of lean methodology for process improvement and advanced application of value stream mapping; willingness to work closely with a sensei to develop and apply this knowledge.
- 9. Knowledge of relevant legislation and principles of management, hospital committee structure, conflict management and resolution, system needs analysis and organizational assessment.
- 10. Demonstrated ability to independently identify issues, plan improvements, measure success and continue improvement.
- 11. Ability to use tact and discretion in dealing with health care providers and employees.
- 12. Demonstrated excellent computer skills with proficiency in Microsoft Office software (e.g. Word, Excel, Power Point and Outlook) and patient information systems.
- 13. Demonstrated superior interpersonal and communication skills, both written and verbal.

PERSONAL SUITABILITY:

- 1. Demonstrated initiative, self-direction, and innovative approach to problem-solving.
- 2. Successful criminal reference check is required for vulnerable sector.
- 3. Demonstrated commitment to ongoing professional development.
- 4. Demonstrated professionalism in dealing with confidential and sensitive issues.
- 5. Demonstrated positive work record and excellent attendance record.
- 6. Ability to meet the physical and sensory demands of the job.
- 7. Ability to travel between local sites.

Selection Process: Candidates will be selected for this position on the basis of their skill, ability, experience and qualifications as identified in the resume and completed Application Form submitted. The Hospital reserves the right to conduct a formal interview where required.

Shift: As Assigned

French Language Service Designation: Bilingualism is an Asset

Salary: \$43.48.....\$51.16/hour

NOTE: Internal applicants who's position at HSN compensates them at a higher wage rate are encouraged to apply for developmental purposes and wages will remain whole for the 2-year term.

N.B. Applications for this position must be submitted to the Human Resources Department before 1600 hours on December 27, 2017.

**HSN THANKS ALL APPLICANTS.
ONLY THOSE SELECTED FOR INTERVIEWS WILL BE CONTACTED.
WE WILL NOT ACCEPT APPLICATIONS AFTER THE CLOSING DATE AND TIME.**