

North West LHIN Manager, Project Management Office (PMO) and Change Management

The North West Local Health Integration Network (LHIN) is one of 14 organizations across Ontario whose role is to plan, coordinate, integrate and fund local health care services.

With its partners, the North West LHIN is working towards its vision for the northwest: ***Healthier people, a strong health system – our future.*** The LHIN is responsible for planning, integrating and funding many local health services, including hospitals, the Community Care Access Centre, community health centres, long-term care homes, community support service agencies and community mental health and addiction services and is responsible for a budget of \$535 million.

Planning, delivering and accessing health services within the northwest can be challenging. The North West LHIN has the lowest population, spread over the largest geographic area of all the LHINs and extends from just west of White River to the Manitoba border and from Hudson Bay in the north down to the United States border. Portions of the Aboriginal population live in remote areas with road access only in the winter; others are accessible only by air.

It has been identified that e-Health is a key enabler of health system change in Northwestern Ontario. Consequently, the North West LHIN is taking proactive steps to build capacity in this important area. For example, the North West LHIN recently appointed a new CIO and e-Health Lead to play a key role with respect to e-Health transformation within the region.

As a result of these exciting changes in healthcare service delivery, the North West LHIN is in the process of forming and launching a PMO to manage and track e-Health projects across the northwest. If you have a keen interest in e-Health and healthcare, and have the skills to create and manage a Project Management Office, we invite you to read further.

Your Opportunity to Make a Difference

As a **North West LHIN Manager, Project Management Office and Change Management**, you will report to the North West LHIN CIO and e-Health Lead and will work in collaboration with other project leads across the North West LHIN and other regions. Key immediate and long-term objectives include:

Immediate term (first year) key objectives of the North West LHIN PMO are to:

- Lead and promote the development and implementation of a North West LHIN-specific PMO including building the PMO team, framework, tool set, business process and policy infrastructure, etc. toward a standardized approach
- Ensure that significant progress continues with respect to the existing project portfolio
- Assist the North West LHIN CIO and e-Health Lead and provincial Implementation & Adoption teams in the development and execution of e-Health solution implementation & adoption structures and plans
- Monitor and report on local project progress and alignment with accountability agreement commitments
- Ensure alignment with e-Health priorities and with e-Health PMO standards and practices

Longer term North West LHIN PMO objectives may include:

- Directly managing the regional implementation of provincial e-Health solutions (with the support of provincials Implementation & Adoption teams)
- Building capacity for the PMO in order to be considered as an enterprise-wide strategic PMO for other LHIN-related business projects and initiatives (program / portfolio management)
- Engaging with regional and local project management entities (such as those in health care organizations) in the coordination and oversight of activities related to local and regional initiatives

Core accountabilities include:

- Providing clear direction, leadership, and support to other PMO team members
- Assisting the North West LHIN CIO and e-Health Lead in:
 - developing capacity and capability throughout the NW LHIN around e-Health governance, change management, collaboration, communication, privacy and security readiness, technology infrastructure readiness and information and communication technology support
 - developing regional implementation approaches and plans for, cultivating regional champions and sponsors for the adoption of, and assisting in the execution of, e-Health initiatives
 - managing and monitoring the implementation and adoption of e-Health solutions in regional and local sites
- Establishing / enforcing standards and practices for managing projects (based on Ministry / Government standards) including the development of:
 - processes / mechanisms for fair, transparent project development, prioritization, decision making, accountability and reporting
 - strategies for the ongoing management of project activities as defined in project charters and integrated project plans

- processes for identification and resolution of project issues including appropriate escalation paths
- processes for identification of project risks and development of mitigation strategies including appropriate escalation paths
- processes for accurate and consistent project performance reporting to ensure that project partners have a common understanding of project status, progress and accomplishments
- Managing internal / external partnerships and liaising with stakeholders on project status
- Providing guidance to and establish a forum for sharing of best practices and lessons learned among the local and regional project management entities
- Providing regular monthly project performance reports to the North West LHIN CIO and e-Health Lead and to the government

Your Professional Qualifications will include:

- **Education:** University degree in health sciences / administration, business administration, computer science or a related field; a PMP designation or similar is considered a definite asset
- **Project Management Experience:** 5+ years demonstrated project management experience including the ability to independently develop and manage multiple projects, prioritize multiple conflicting priorities and to successfully meet project objectives including project budgeting
- **PM Methods / PMO:** Knowledge and expertise with Project Management methods and tools ideally as it relates to management of a Project Management Office (PMO); enterprise projects office, program / profile management, resource management, integrated project panning and a knowledge approach as it relate to the PMO. Knowledge of analyzing project and portfolio performance and associated measures and metrics. Experience / knowledge of evolving a PMO into a strategic Portfolio Management approach. Experience with Microsoft Project.
- **e-Solutions:** Previous knowledge and experience with e-Business solutions and related issues in information technology is considered an asset.
- **Healthcare:** Previous clinical experience, and/or knowledge and experience of the Ontario healthcare system, knowledge of e-Health solutions and related issues are considered an asset
- **Leadership:** Demonstrated leadership skills including the ability to build / advise project teams aligned with organizational values, set priorities and to lead teams through change
- **Relationship and Alliance Building:** Demonstrated ability to work in a team environment and to build and maintain effective relationships with internal and external stakeholders (liaison role)
- **Results Orientation:** Ability to influence stakeholders to move forward with project-driven initiatives

- **Problem Solving and Analysis:** Excellent abilities to analyze and interpret complex information to deliver a solution that meets business needs
- **Negotiation:** Ability to negotiate and resolve conflict in a positive fashion
- **Communication:** Excellent interpersonal, diplomacy, written / verbal communication and presentation skills including the ability to act as mentor, coach, educator and trusted advisor with respect to building capacity for the PMO and change management activities.

Position Location, Travel and Other Considerations:

This position is located within Thunder Bay, Ontario. Travel will be required within the North West LHIN region.

Need More Information?

For more information about the position, you may contact an Executive Search Consultant directly. Please contact Samuel Morgenstein at 416.918.7471 or Jon Stungevicius at 416.214.9233. If you wish to view other opportunities, please visit us at www.bridgespan.ca .

For more information about the North West LHIN, visit www.northwestlin.on.ca.

To Apply for this Position:

To explore this opportunity, please click on the following link or copy and paste it into your web browser:

<http://206.130.11.127/ApplicationFormNewGeneral.asp?WebJobPostingsID=383> .

Resumes should be sent to the attention of Jon Stungevicius.

We thank all applicants for their interest; however only those candidates selected for an interview will be contacted.