

## **Project Manager - Continuous Improvement Projects - Toronto, Ontario**

**Position:** PROJECT MANAGER – CONTINUOUS IMPROVEMENT PROJECTS

**Site:** Downtown Toronto location, and other sites around the GTA

**Department:** SIMS - Project Management Office (PMO)

**Reports to:** Manager, PMO

**Hours:** 35 Hours/Week

**Status:** Temporary Full-Time (1 year)

The focus of the Project Management Office (PMO) staff is to implement systems which integrate care processes with the electronic capture and review of clinical data, reduce dependence on the paper patient chart, and substantially improve the delivery of patient care. The PMO will integrate all aspects of the acute and ambulatory care experience into a single, confidential, and secure electronic chart.

As a member of the PMO within Shared Information Management Services (SIMS), the Project Manager – Continuous Improvement Projects is responsible for leading moderate to highly complex projects of mid- to large scope and requiring additional specialized knowledge in multiple disciplines. The Project Manager may be required to manage multiple projects concurrently and is responsible for the planning, development, and coordination of all aspects of these assigned projects including monitoring the deliverables of each team to ensure milestone and on-budget completion. These projects will be across multiple sites, with multiple project teams.

The focus of the Process Improvement Projects as part of the Project Management Office (PMO) is to implement systems which integrate care processes and substantially improve the delivery of patient care through process re-design.

The Project Manager – Continuous Improvement Projects is also responsible for applying their understanding of Lean six-sigma methodology and problem solving skills to focus on leading and supporting process improvements in a clinical setting. The Project Manager – Continuous Improvement Leader will lead the implementation of Lean methodologies to include the initiation, planning, execution, control, and closing of projects in accordance with strategic plans and organizational goals. Their responsibilities will also include training and mentoring of Lean certification candidates; helping to prioritize, select and charter high-impact projects; maintaining the integrity of the Lean measurements, improvements and developing, maintaining and revising Lean training materials.

### **The Project Manager – Continuous Improvement Projects is expected to:**

- Manage assigned project staff, including allocation of staff resources, delegating, scheduling and prioritizing of staff workloads and developing, mentoring and coaching others.
- Work with user groups to solve innovative business problems while applying Six-Sigma and Lean methodologies
- Handles unusually complex problems and provides highly innovative and creative solutions that will achieve quality and work process improvements.
- Manages risk by managing client expectations, project scope and taking early action to resolve problems.
- Participating in all aspects of deploying Lean - training, education, mentoring, facilitating Lean/Kaizen events.
- Reporting of key Lean metrics for operations and administrative teams
- Working with management team to develop effective frameworks to assist operations, continuous quality improvement, and accountability

- Regularly interface with appropriate stakeholders to build and maintain strong relationships and ensure smooth transition of business solution throughout the project lifecycle

### **Required Qualifications**

- University Degree required in **Health Informatics**, Industrial Engineering, Business or related field
- Minimum 3 - 5 years Project Management experience
- Comprehensive knowledge of project management (project planning, implementation, evaluation, risk assessment, benefits realization)
- Six Sigma Black Belt experience preferred
- Other Lean training/certification an asset
- Proficiency with business system and workflow analysis and knowledge of and experience with the execution and implementation of Lean methodology, including, but not limited to: Value Stream Mapping, Six-Sigma, 5S, Lean Tools and measurement techniques preferred
- Applicable industry experience in leading projects that support client groups such as Health Care, Pharmaceutical, Finance, Human Resources, Telecommunications etc.
- PMP designation is required
- Well developed interpersonal and client relationship skills
- Supervisory or managerial experience
- Analytical ability with excellent attention to detail
- Extensive knowledge in business systems analysis and problem resolution
- Excellent budget and risk management skills
- Experience leading vendor management and contract negotiations
- Strong presentation, writing, and/or training skills
- Excellent team building skills, listening, coaching, group facilitation and conflict resolution skills
- Proficient use of computer, software, and peripheral equipment, i.e., Windows 2000, MS Office, MS Mail/Outlook, MS Project

**For internal applicants:** Only hospital employees, who have successfully completed their probationary period, have maintained satisfactory attendance in accordance with UHN's attendance management program and possess all the required experience and qualifications should apply.

SIMS & University Health Network thanks all applicants, however, only those selected for an interview will be contacted. University Health Network has a diverse workforce and is an equal opportunity employer.

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