

*The North Simcoe Muskoka Local Health Integration Network (NSM LHIN) is one of 14 local organizations that have been created in Ontario to plan, coordinate and fund local health services, including hospitals, community care access centres, long-term care homes, community health centres, community support service agencies, and mental health and addictions agencies. The office of the North Simcoe Muskoka LHIN is located in Orillia, Ontario. Each of the province's 14 Local Health Integration Networks (LHINs) is subdivided into smaller regions generally referred to as Sub-Regions. In North Simcoe Muskoka, the Sub regions are Barrie, South Georgian Bay, North Simcoe, Muskoka and Couchiching.*

*The NSM LHIN is home to close to 453,710 people and encompasses the District of Muskoka, most of the County of Simcoe and a portion of Grey County. Responsible for \$832 million in funding to allocate amongst 61 unique health service provider organizations, North Simcoe Muskoka residents have benefited from numerous LHIN programs and initiatives.*

*The NSM LHIN is looking for professionals with the right skills to work with their multi-disciplinary teams to use best practices and leading edge approaches to meet their populations' health needs today and in the future.*

## Manager, Organizational Development – Permanent Full-Time Position

This position is responsible for the design, development and execution of organizational development (OD) initiatives, talent acquisition/development plans and strategies, and key education and training initiatives that will enable staff to implement the delivery of patient driven care across the NSM LHIN.

### KEY RESPONSIBILITIES

#### Designs, Develops and Delivers Organizational Development Programs

- Development and implementation of frameworks (e.g. LEADS in a Caring Environment) to foster, support and build organizational capacity.
- Promotion of organizational excellence by introducing and building on existing programs related to leadership development, onboarding, training and education, organization design, succession planning, employee engagement and retention.
- Implementation of OD leading practices and providing direction in the development of OD policies, procedures, systems and tools enabling NSM LHIN to provide an exceptional quality of work life and learning culture in alignment with the strategic direction and operational plan.
- Overseeing the training and educational process for staff and implementing improvements through technology and process changes.



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- Acting as a change champion to facilitate the successful evolution of NSM LHINs transformation, including leading change management.
- Plans and organizes staff events including event design.
- Reinforcing the importance and discipline of managing change effectively, and develop appropriate change management strategies to meet organizational needs.
- Collaboration and shared leadership of workforce planning and talent acquisition strategies.
- Leading efforts in creating and/or maintaining a positive corporate culture.
- Providing advice and support to the leadership team to address OD needs and issues, and to ensure the impacts of business decisions are understood and factored into the planning and decision-making processes from both a capacity and organizational effectiveness perspective.
- Promoting leading OD programs/practices and advises the leadership team on new trends/efficiencies/effectiveness requiring changes in current standards/practices.
- Providing leadership in identifying how external Thought Leaders can be used to enhance effectiveness and efficiency in OD services and activities.
- Overseeing a team involved in delivering all programs and activities related to OD, including a focus on education/training in alignment to key performance indicators.

#### Human Resources Management

- Manages a team of staff.
- Develops, implements, monitors and evaluates functional, service and team operational plans, goals and objectives.
- Engages staff in discussions of change initiatives and supports team through change.
- Develops human resource plans that indicate staffing requirements for teams.
- Participates in recruitment, selection and hiring of staff as required.
- Ensures fair and equitable application of human resources policies.
- Conducts performance appraisals for direct reports.
- Manages staff issues and complaints (in consultation with the Director, People and Organizational Excellence).
- Identifies and promotes factors conducive to a positive working environment for all employees including reward and recognition.
- Promotes an environment supporting continuous development and improvement.

#### Relationship Management

- Establishes and maintains collaborative relations at all levels in the organization in order to build trust and confidence in the People and Organizational Excellence portfolio.
- Leverages relationships with all levels to influence and drive organization capacity and excellence.
- Partners with other LHINs on joint initiatives to support organization effectiveness across the system.
- Develops and maintains relationships within the LHIN, other LHINs and partner organizations to identify opportunities for system improvements, integration, etc.
- Liaises with external OD colleagues and organizations in order to remain current and ensure NSM LHIN practices continue to reflect best practices.
- Provides information to management by identifying issues affecting the teams.
- Leads and/or participates on internal LHIN projects and committees.

### Risk Management

- Champions the desired organizational risk management tone and culture.
- Integrates sound risk management practices into the business processes and day-to-day decisions responsible for.
- Reports risks with causes, impacts or mitigations beyond scope of responsibility to senior management.
- Measures and evaluates outcomes and corrects direction as appropriate.
- Follows safe practices related to the security and privacy of information.

### System Transformation

- Works collaboratively with the system partners to implement strategies that support the advancement of *Patient's First* initiatives.
- Supports individuals, groups and organizations to enable them to play a role in health system transformation.
- Represents the NSM LHIN direction and mandate in a professional manner.

### Patient Safety

- Supports patient safety culture by ensuring work completed recognizes the safety of the patient(s).

### Health & Safety

- Accountable for taking every reasonable precaution to protect the health and safety of employees under their supervision.
- Responsible to ensure that equipment is safe, properly instructs employees on safe operation and use and ensure employees follow established safe work practices and procedures.

### Fiscal Responsibility

- Manages budget allocation for assigned area of responsibility.
- Meets with staff to identify program needs and develop input to fiscal and operational planning.
- Other duties as assigned.

## POSITION REQUIREMENTS

### Competencies

- Models competencies of cooperation, collaboration, communication, leadership and accountability.
- Effective communication skills including listening, presenting, and articulating conveyance of messages in an honest, open, transparent and straight-forward style.
- Demonstrated leadership skills including inspiring and motivating staff to achieve outcomes; effective team building techniques; demonstrating commitment to mission and values and functioning effectively with tact and diplomacy while handling stressful issues.
- Results-oriented leadership style that encourages empowerment and collaboration while demonstrating strong decision-making ability; can facilitate change through knowledge; negotiation

and strategic business acumen that encourages positive outcomes; is a visible leader and has a patient-service orientation.

- Strategic thinker who is able to develop short-term and longer-term plans that reflect current trends while identifying priorities for relevancy and leadership in the future; able to operationalize strategies to execute key priorities.
- Strong change management skills with ability to focus priorities and drive for positive change; encourages and holds themselves and others accountable.
- Ability to convey a positive image of self and organization to staff, the community and public; understands key external relationships important to the success of the organization.
- Demonstrates an ability to build lasting relationships through strength of positioning and flexibility.
- Demonstrates passion for advancing healthcare within the context of a system-wide strategy and the broader challenges of changing healthcare policies.

### Education

- Possesses a degree at the baccalaureate level (organizational design, psychology, education, health care or business administration).
- Adult learning certification is an asset.

### Experience / Knowledge

- Minimum of five (5) years' of related experience in health care organizational development.
- Minimum of two (2) years' experience in a leadership role.
- Experience with quality improvement methodologies (e.g., Six Sigma, LEAN for Healthcare etc.).
- Proficiency in French is an asset.

### Other Requirements

- Ability to travel within the region on a regular basis.
- Valid driver's license, insurance and access to a motor vehicle are required.

*To be successful, you will be able to work with initiative and judgment, be adaptable to changing priorities and have good problem-solving skills. You will have the confidence to work independently and be a contributor to team performance. Your communication and interpersonal skills will be an asset when managing day-to-day issues in a fast-paced environment.*

**HOW TO APPLY: Please email resume and cover letter to [nsmcareer@lhins.on.ca](mailto:nsmcareer@lhins.on.ca) by 5pm on Thursday, April 27, 2017.**

*The LHIN is an equal opportunity employer and all applicants are welcome. We thank all candidates for their interest, however, only those selected for an interview will be contacted. Individuals with a disability requiring accommodation during the application and/or the interview process should advise the recruitment contact so arrangements can be made.*

*Available in French upon request.*