

IMPROVEMENT LEAD

General:

Under the guidance and direction of the Senior Improvement Lead, the Improvement Lead is responsible for a range of services that support HEC's programs. A key focus of HEC's programs is to support the spread of practices in healthcare delivery that show promise in addressing gaps in the quality of patient care. HEC's programs are designed to help teams from healthcare delivery organizations and ministries advance innovations that make care more patient- and family-centred, better coordinated and more efficient. The priority activities of the Improvement Lead are to: 1) support the planning and delivery of HEC's programs; 2) support collaborative education and improvement initiatives; 3) provide research, evaluation and analytical support, including conducting data analysis and interpretation, and preparing reports and documents; and 4) coordinate meetings and events.

Characteristic Responsibilities:

Technical/Specialized or Program

Support to HEC's Programs

- Conduct regular analyses of team participation and deliverables including attending webinars and education sessions to monitor and respond to collaborative teams.
- Support the project management of HEC's programs, including design and delivery of project timelines, milestones, activities, tracking, and monitoring to ensure proper follow up and completion of deliverables.
- Analyze, synthesize and/or create summary report of deliverables submitted by the collaborative project teams.
- Participate on team coaching and program faculty calls; maintain meeting minutes with concise summaries and action items.
- Update, maintain and monitor the electronic platform of resources available to collaborative teams that support their improvement efforts to ensure information is current and to stimulate conversation across the teams.
- Assist with the development of improvement resources, products and tools that facilitate the delivery of HEC's improvement approach to its improvement teams and partners.
- Collaborate with and support HEC staff in developing programming for collaborations as required.
- Assist senior staff in identifying lessons learned to improve future efforts and contribute to corporate knowledge of collaborations.
- Support partnerships within the HEC's programs, including liaising with appropriate program staff, external teams and working with and coordinating with HEC finance and partnerships staff to develop partnership agreements/contracts.

Support to Collaborative Education and Improvement Initiatives

- Review and/or create content to support collaborative education (e.g., webinars, workshops) and improvement initiatives (e.g., practical tools that can be used to support implementation of an innovation).
- Create meeting agendas and materials; prepare HEC evidence summary products, reports and other knowledge products, e.g., to profile or better understand the programs.
- Develop and maintain collaborative backgrounders and other informational documents that support the programs, ensuring the information remains current.
- Work with the Communications team to ensure that all content developed adheres to HEC communications guidelines.
- Work with the Web Specialist to ensure information on HEC's web site is current at all times and create web site content as required.
- Work with the Communications Officer to support the social media activities related to the programs.
- Coordinate translation and dissemination of new and revised content as required.

Research, Evaluation and Analytical Support

- Analyze data from HEC's healthcare improvement work in context to understand key results and outcomes and identify patterns to support the scoping and design of programs and to help make decisions for future work.
- Conduct ongoing environmental scanning in the healthcare improvement field to identify trends and developments in health system improvement.
- Work with evaluation staff to undertake team and program evaluation and reporting activities, including preparing and coordinating corporate reporting, program performance management, outcome mapping and project evaluation.
- Translate highly complex concepts in various ways and formats that can be understood by a variety of audiences.
- Commission and/or conduct research and analysis on a broad range of topics that contributes to the achievement and promotion of HEC's programs.
- Develop and maintain expertise on approaches to the collection, compilation, summary and/or and synthesis of evidence, priority analysis, and promising health improvement cases.

Meeting and Event Coordination

- Work with the Event Planner/Coordinator to:
 - coordinate meetings and events related to the programs, including invitations and participant lists, recording and distributing meeting minutes, negotiating contracts for in-person workshop venues and associated services providers (e.g., simultaneous interpretation, catering, accommodations);
 - arrange travel and accommodations for faculty, staff and teams; and
 - assist with and manage on-site event registration, preparation of registration kits and other logistics.

Other

- Perform other duties as assigned by the Senior Improvement Lead and other senior staff.

Operational

- Work closely with senior staff and collaborate/share information with colleagues from across HEC in the design, implementation, evaluation and dissemination of the programs.
- Provide information to inform and support project and event budget development, track project budgets, ensure budget reconciliation (this includes: completing, processing and reconciling expense authorization forms and expense claims and maintaining budget status reports).
- Work with the Communications team to ensure a consistent approach to internal and external communications.
- Work with external contractors to ensure accurate and timely delivery of services.
- Contribute to the development of relevant HEC policies where necessary.
- Contribute to recommendations for improvement throughout HEC.

External Representation

- Cultivate and maintain solid relationships with HEC partners and assist senior staff in establishing and maintaining its network of collaborative partners and stakeholders.
- Cultivate relationships and support the management of external contractors.
- Represent HEC at relevant workshops and conferences as needed.

Strategic Advice/Recommendations

- The Improvement Lead is expected to provide advice/recommendations to HEC senior staff.

Skill:

- Bilingual in French and English is preferred (English and French communication skills at the Advanced “C” level).
- Relevant Bachelor’s degree (Master’s level preferred) in healthcare improvement, health policy, public health, epidemiology, community health, or related discipline, or a combination of education and experience.
- Three (3) years of progressive experience in a similar function.
- Demonstrated ability working in health and healthcare, particularly healthcare improvement.
- Sound written communication skills, including experience writing research summaries and reports; ability to summarize, interpret and synthesize complex information.
- Highly developed interpersonal and oral communication skills including experience developing and maintaining strategic partnerships and networks of stakeholders.
- Excellent project management skills including the ability to plan and carry out broad assignments including planning and coordinating large and small meetings where complex subject matter is discussed, often involving collaborative efforts; ensuring their timely completion.
- Extensive and superior research, analytical and technical skills including ability to independently execute each phase of an analysis.
- Understanding of statistical terms and concepts and possess strong data management background supporting healthcare analytics.
- Complex problem-solving skills requiring probing for information to determine the nature of the problem; developing unique solutions; comprehension of highly complex material.

- Advanced software skills including word processing, spreadsheet, presentation, database, electronic mail and calendaring.
- High degree of tact and diplomacy to deal with high profile external contacts.
- Well organized and attentive to details.
- Work in a self-directed fashion making optimal use of time.
- Work well in a small, dynamic and highly motivated team.

Effort:

- Regularly required to multi-task and manage several files simultaneously over an extended period of time, and juggle multiple competing priorities with occasional urgent situations.

Working Conditions:

- Occasionally required to engage in local or overnight travel.
- Occasionally required to extend hours of work to meet work demands and occasionally expected to work evenings and weekends during peak periods.
- Frequently interrupted.