Job Description

Job Title:	Program Lead
Job Category:	Professional
Reports to:	Senior Program Lead or Director

SUMMARY

The Program Lead is responsible for a range of services that support HEC's programs. 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 Program Lead are to support the planning and delivery of HEC's programs, support collaborative education and improvement initiatives, provide research, evaluation, and analysis (including conducting data analysis and interpretation), preparing reports and documents; and coordinating meetings and events.

DUTIES & RESPONSIBILITIES

- Conducts regular analyses of team participation and deliverables including attending webinars and education sessions to monitor and respond to collaborative teams.
- Supports 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.
- Analyzes, synthesizes, and/or creates summary report of deliverables submitted by the collaborative project teams.
- Participates on team coaching and program faculty calls; maintains meeting minutes with concise summaries and action items.
- Updates, maintains, and monitors 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.
- Assists with the development of improvement resources, products and tools that facilitate the delivery of HEC's improvement approach to its improvement teams and partners.
- Collaborates with and support HEC staff in developing programming for collaborations as required.
- Assists senior staff in identifying lessons learned to improve future efforts and contribute to corporate knowledge of collaborations.

- Supports, coordinates, or manages partnerships within 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.
- Reviews and/or creates 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).
- Schedules and attends virtual meetings via Microsoft Teams or Zoom. Provides basic support and troubleshooting to invitees/ participants such as challenges accessing virtual meetings, resolving audio/ video difficulties, sharing screens, and managing meeting roles and permissions.
- Responsible for the preparation and delivery of virtual events within the program area. As a member of the Virtual Event Production Surge Capacity team, may be called upon to support/deliver virtual events on behalf of other programs or teams in the planned or unplanned absence of a producer or where sufficient production support does not exist within a team.
- Creates meeting agendas and materials; prepares HEC evidence summary products, reports, and other knowledge products, e.g., to profile or better understand the programs.
- Develops and maintains collaborative backgrounders and other informational documents that support the programs, ensuring the information remains current.
- Works with the Communications team to ensure that all content developed adheres to HEC communications guidelines, ensure information on HEC's web site is always current and create web site content as required and support the social media activities related to the programs.
- Coordinates translation and dissemination of new and revised content as required.
- Analyzes 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.
- Conducts ongoing environmental scanning in the healthcare improvement field to identify trends and developments in health system improvement.
- Works 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.
- Translates highly complex concepts in various ways and formats that can be understood by a variety of audiences.
- Commissions and/or conducts research and analysis on a broad range of topics that contributes to the achievement and promotion of HEC's programs.
- Develops and maintains expertise on approaches to the collection, compilation, summary and/or and synthesis of evidence, priority analysis, and promising health improvement cases.

- Coordinates 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);
- Represents HEC at conferences and/or participate in communities of practice, external events as required.
- Assists with and manages on-site event registration, preparation of registration kits and other logistics.
- Works closely with senior staff and collaborate/share information with colleagues from across HEC in the design, implementation, evaluation, and dissemination of the programs.
- Provides information to inform and support project and event budget development, track project budgets, ensure budget reconciliation (this includes completing, processing, and reconciling, invoices, expense authorization forms and expense claims and maintaining budget status reports).
- Works with external contractors to ensure accurate and timely delivery of services.
- Periodically acts as back-up to the Program Coordinator or Senior Program Lead.
- Other duties as assigned.

EDUCATION & EXPERIENCE

- Bachelor's degree in healthcare improvement, health policy, public health, epidemiology, community health, or a related field is required.
- Minimum of three (3) years progressive experience is required.
- Bilingual in French and English is preferred (English communication skills at Advanced "C" level required).
- Advanced computer software skills in Microsoft Office suite and virtual environment are required.
- Demonstrated ability working in health and healthcare, particularly quality improvement, or patient safety is preferred.

SKILLS & COMPETENCIES

- Highly developed interpersonal and problem-solving skills.
- Excellent project management skills including the ability to plan and the ability to collaborate with other teams and across the organization.
- Excellent oral and written communication skills.
- Demonstrated time management skills. Well organized and attentive to detail.
- Professional tact and diplomacy and confidentiality required.
- Ability to work well in a dynamic and highly motivated team.

MANAGEMENT/SUPERVISORY AND ADVISORY RESPONSIBILITY

Direct Supervision: No direct or indirect reports.

Provides functional advice: Related to programming inquiries to other members of the team and to staff as required.

CONTACTS

Internal: Establishes and maintains effective relationships with all employees at all levels.

External: Assists external partners, suppliers, and contractors.

EFFORT & WORKING CONDITIONS

Effort: Regularly required to manage several tasks simultaneously over an extended period, and juggle multiple competing priorities with occasional urgent situations. High degree of concentration and focused thinking/analysis.

Working conditions: May be required to engage in local or overnight travel. Is required to occasionally extend hours of work to meet work demands and occasionally expected to work evenings and weekends during peak periods. Frequently interrupted.