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*The Ontario Health Quality Council is an independent agency and is funded by the Government of Ontario through the Ministry of Health and Long-Term Care. The Council is serving as a host agency for the Long-Term Care Quality Improvement Initiative, on behalf of the multi-stakeholder initiative steering committee.*

**ROLE: Project Manager  
Residents First; Advancing Quality in Ontario Long Term Care**

**POSITION SUMMARY:**

Reporting to the OHQC Director of Quality Improvement, the Project Manager is accountable for achieving successful implementation of this long term care quality improvement initiative. Driven by a steering committee made up of key stakeholders in LTC, the initiative aims to accelerate the uptake and spread of continuous quality improvement.

This position is located in Toronto, and is full-time and temporary for 36 months, with the possibility of extension. This position will provide direct leadership to two other project team members, and provide support for a quality improvement team of 12 staff. Some travel within Ontario is required.

**ACCOUNTABILITIES:**

1. Ensure delivery of the assigned project, in line with the objectives, deliverables, timelines and resourcing outlined in the project management plan. The primary deliverables of the project are:
  - Delivery of QI training to teams from 100 LTC homes to reduce adverse events and enhance resident care.
  - Leadership QI workshops for LTC organizational decision makers to support sustainability and spread of QI strategies.
  - LTC Improvement Facilitators recruited and trained to support the LTC homes in the implementation of QI practices.
  - QI events in partnerships with LHINs and with LTC corporations.
  - Tools and resources to support a culture of QI in LTC in Ontario.
2. The role of the Project Manager includes (but is not limited to) the following activities:
  - Overseeing the planning and implementation of all activities outlined in the approved proposal and project management plan of the LTC QI Initiative.
  - Further development and tracking of the project plan.
  - Providing reports on progress and performance, and presenting strategic issues for direction.
  - Overseeing the support of Working Committees.
  - Liaising with and ensuring required reporting to the appropriate stakeholders as identified through the Steering Committee.

- Ensuring documents corresponding to each project deliverables are completed, which may include drafting, compiling, editing and/or overseeing such work done by others.
  - Working effectively with LTC initiative partners to complete deliverables to the required level of quality, on time and on budget.
  - Managing and mentoring staff assigned to the projects, as appropriate.
  - Developing and managing contracts with external consultants and partners.
  - Ensuring OHQC policies and approval processes are followed.
3. Support the work of colleagues, project consultants and LTC QI Steering Committee members through the fullest application of the incumbent's skills, knowledge, experience and creativity.
- Take all appropriate actions necessary to ensure the success of the initiative.

**POSITION REQUIREMENTS:**

*Education:*

- Masters degree required.
- Project Management Professional designation an asset.

*Competencies/Experience*

- Demonstrated ability to:
  - Manage projects to achieve agreed upon objectives and deliverables, and produce timely results within allocated resources.
  - Forge and maintain strong working relationships with colleagues, partners, stakeholders, and consultants to achieve the initiative's goals.
  - Work with others in a dynamic, innovative, and professional team environment (including evidence of ability to motivate others and to resolve conflicts in an effective and timely manner).
  - Exercise good judgment within the scope of duties.
  - Communicate effectively with colleagues and stakeholders.
- Ability to appropriately apply tools and techniques in project management, leadership and capacity building, particularly as they pertain to continuous quality improvement of health services and health service delivery systems.
- Understanding of various types of quality improvement strategies used currently and potentially to drive improvements across organizations and systems.
- Superior oral and written communication and presentation skills to prepare and present project performance and progress information.
- Excellent computer skills with database and spreadsheet programs (Excel), word processing programs (Word), and project management programs (MS Project).
- Excellent time management skills and organizational skills.

*Knowledge:*

- LTC services and trends, funding, governance and legislation.
- System level change management strategies.
- Quality improvement strategies, tools, techniques and trends.
- Broad grasp of indicators used in health care.

*Personal Attributes:*

- Initiative and independence – the ability to take action without requiring a lot of direction.

- Objectivity and Integrity – the ability to seek and weigh opinions and evidence – compromising as necessary on ways and means but not on principles or goals.
- Diplomacy and tact – the ability to deal effectively with colleagues, partners, stakeholders and the public.
- Attention to detail – to avoid miscommunications, ensure accuracy in reporting and overall project success.
- Team-player – is flexible and enjoys working in a collegial environment.

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

Qualified applicants are invited to email [HR@ohqc.ca](mailto:HR@ohqc.ca) by February 26, 2010, or until suitable candidate found.