Position: Director, Patient & Public Engagement

Full-Time
Location: Within BC

Note: Lower Mainland applicants will work from the BCPSQC office (750 West Pender Street, Vancouver)

Role Summary

The BC Patient Safety & Quality Council supports those passionate about the health care system, from patients, family members and the public to practicing clinicians and administrators, to improve the quality of care for patients, residents and families.

Reporting to the Executive Director, the Director, Patient & Public Engagement provides leadership in the development and execution of the Council’s patient and public engagement strategy as outlined in the strategic plan, in addition to leading the development of strategic initiatives including the participation on provincial working groups, advice to health system partners and leadership of the provincial Patient Voices Network. The role provides leadership to a diverse portfolio of projects of varying size and scope in a complex and changing environment. As part of the Council’s senior leadership team, and in partnership with key provincial partners, this role contributes to the overall development and identification of priorities, operational and strategic plans.

Key Accountabilities

- Leads and manages the implementation of patient and public engagement strategies including the Patient Voices Network in collaboration with patient volunteers to achieve the goals outlined in the strategic plan.
- Provides visionary leadership to staff through mentoring and fostering an atmosphere that promotes and encourages employees to realize their maximum potential and growth. Oversees aspects of human resource management within designated portfolio including performance assessments, appraisals, conflict resolution and the recruitment of staff.
- Manages consultant contracts including the request for proposal (RFP) development, assessment of contracting bids and proposals, awarding, monitoring and evaluation performance.
- Sets priorities and monitors progress in achieving objectives within the portfolios of Patient & Public Engagement.
- Develops networks and builds alliances, engages in cross-functional activities; collaborates across boundaries, and finds common ground with a wide range of stakeholders including patients and public, vendors, government agencies, and other health authorities. Utilizes contacts to build and strengthen internal and external support bases.
- Develops and monitors an annual budget for the Patient & Public Engagement portfolio. Responsibilities include monitoring budget performance, planning and adjusting deliverables to meet annual targets, approving expenditures and preparing summaries for fiscal reporting. Liaises with representatives of finance in addition to the Executive Director on budget matters.
Qualifications

A level of education, training and experience equivalent to a master’s degree in a relevant discipline and seven (7) years of experience within the health care sector, with successful contribution and leadership on provincial quality and safety initiatives.

Demonstrated ability to:

- Lead, manage and direct complex project initiatives with diverse organizations, groups and individuals representing a wide spectrum of ideas and interests;
- Build consensus with diverse stakeholder groups with demonstrated leadership and change management skills;
- Lead the development and implementation of major project initiatives, and manage projects with competing priorities and deadlines;
- Communicate effectively, both verbally to small and large groups in a public forum and in writing for publication;
- Identify key components and underlying issues and systematically analyze the problem and determine cause/effect relationships and resolve problems in a sound decisive manner;
- Interpret relevant data and draw logical conclusions using deductive reasoning and critical thinking, able to lead analyses and develop strategies to address changes required;
- Build trust with key stakeholders and partners (health authorities, government, quality and safety organizations at the provincial and national level and others) to meet mutual goals;
- Use excellent verbal and written communication skills including the ability to facilitate, negotiate, and work collaboratively with others;
- Influence key stakeholders, senior management, regulatory bodies, professional associations and others regarding the implementation of identified strategic priorities;
- Create and execute strategic plans;
- Respond to the needs of stakeholders supported by an acute awareness of the impact of actions;
- Problem-solve with a global perspective in order to incorporate the organization’s systems and strategies when developing viable solutions to problems; and
- Establish courses of action for self and others that are results-oriented.

Send resume and cover letter to:
Colleen Kennedy
Executive Director, Health System Improvement & Engagement
BC Patient Safety & Quality Council
careers@bcpsqc.ca
Closing date: May 21, 2019

Note: Only short-listed candidates will be contacted; others will be kept in our database for future consideration.