



## ***Leader, Primary & Community Care, Health System Improvement***

*Permanent Full-time*

*Location: within BC*

*Note: Lower Mainland applicants will work from BCPSQC office, 750 W. Pender St., Vancouver, BC*

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*BCPSQC is committed to an equitable, diverse and inclusive workforce. We recognize that there are a variety of experiences that contribute to the overall qualifications for each role. If you feel that you could excel in this position, but do not necessarily meet the formal requirements, we want to hear from you!*

*In particular, we encourage women; First Nations, Métis and Inuit persons; members of visible minority groups; persons with disabilities; persons of any sexual orientation or gender identity and expression; and all those who may contribute to the further diversification of ideas at the Council to apply.*

### **Role Summary**

Our work leads to better health care for British Columbians. Using evidence-informed strategies, we shift culture, improve clinical practice and accelerate our partners' improvement efforts to support the best care possible for every person in our province.

Reporting to the Director, Primary & Community Care, the Leader works within the Primary & Community Care portfolio to plan, implement, liaise and work collaboratively with key stakeholders in the province to support large scale change, testing and improvement.

### **Key Accountabilities**

- Fosters change across complex organizations through the development of partnerships, relationships and networks across the system.
- Promotes evidence-informed practice with consideration of the local culture and context.
- Provides virtual and on-site consultative coaching, mentorship and appropriate quality improvement training (methodology, tools and processes) to program participants and project teams, based on their needs.
- Builds engagement and participation with key stakeholders for improvement work with campaigns, social media strategies, or other innovative and creative initiatives.
- Facilitates strategies that will enable participants and project teams to apply improvement science, engagement strategies and change management theory to achieve project aims and/or targets.
- Facilitates development and/or delivery tools to support implementation of evidence-based practice including quality improvement tools, resources, learning curriculum, topic materials, web-based tools and related resources to build capacity and drive quality improvement.
- Works on all phases of project management (including, but not limited to: coordinating meetings; project planning; privacy impact assessments; ethics/CME applications; evaluation and monitoring of deliverables; presenting to internal and external audiences; preparing reports).
- Some travel in the province required.

### **Qualifications**

- A level of education, training or experience equivalent to a Bachelor's degree with equivalent experience plus five (5) years recent, related experience with quality improvement methodologies (Model for Improvement, LEAN, Six Sigma, Positive Deviance), techniques (measurement, learning

models, change management theory, influencing techniques) and tools (process mapping, Ishikawa diagrams, PDSA cycles, run and control charts).

- Formal quality improvement, change management and/or innovation training/education and certification (Quality Academy, IHI Improvement Advisor Certificate, green or black belt in Lean or Six Sigma, certification from the American Society for Quality or International Society for Quality Improvement) is an asset.
- Experience as a participant or leader on quality improvement teams, preferably focused on healthcare.
- Practical experience in managing multiple and complex projects.
- Values diversity and difference, operates with integrity and openness.
- Works across boundaries, looks for collective success, listens, involves, respects and learns from the contribution of others.
- Understanding of the analytical requirements of measurement for improvement.
- Always curious and seeks out innovation.
- A strategic thinker with the ability to synthesize evidence and align multiple ideas and strategies to develop new insights and approaches to change.
- Ability to use coaching and facilitation skills effectively in the application of change theory.
- Ability to use a variety of styles and tactics appropriate to the context to influence thinking, attitudes and behaviors.
- Ability to challenge the status quo and suggest radical alternatives yet able to operate successfully within a large organization and remain credible with leaders at all levels.
- Ability to understand and process complex issues, systems and the interconnectedness of the BC health care system.
- Communication skills for delivering key messages to a range of stakeholders both internal and external to the organization.
- Ability to make decisions autonomously, when required, on difficult issues, working to tight and often changing deadlines.
- Ability to anticipate obstacles, use logic to make conclusions and develop an appropriate course of action.
- Ability to work with key stakeholders to identify their expectations and shared objectives.
- Experience in team dynamics, including ability to mentor participants in successful team management.
- Knowledge of the provincial and Canadian health care system is preferred.

**Open until filled**

**Send resume and cover letter to:**

Christina Krause  
CEO, BC Patient Safety & Quality Council  
[careers@bcpsqc.ca](mailto:careers@bcpsqc.ca)

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