

# PROGRAM MANAGER UTILIZATION, PATIENT FLOW & DECISIONS SUPPORT

ORILLIA SOLDIERS' MEMORIAL HOSPITAL  
PERMANENT FULL TIME OPPORTUNITY

COMPETITION # 12 - 045



## POSITION SUMMARY:

The Manager of Utilization, Patient Flow, and Decision Support provides leadership congruent with the Vision, Mission, Values and strategic objectives of the organization. The Manager works collaboratively with all Program Leaders to provide education and support for the Utilization Management, Patient Flow and Decision Support Services.

## QUALIFICATIONS:

Education:

- Baccalaureate Degree in a Regulated Health Care profession, or Health Administration, Masters preferred
- Additional management/leadership courses would be an asset.

Experience:

- A minimum of five (5) years of progressively responsible leadership roles within the healthcare sector
- Experience in interdisciplinary team management and with the principles of patient-focused model of care preferred
- Experience in Clinical Informatics and/or Health informatics

Competencies:

- Experience in project management for directly managing projects and for advising/mentoring subordinates who are responsible for managing projects.
- Data management, analysis and presentation skills
- Demonstrated skills in change management, conflict resolution, strategic healthcare planning, team-building and resource management.
- Proven ability to be accountable and foster accountability in others.
- Demonstrates a participatory leadership style which includes approachability, visibility and accessibility.
- Demonstrated ability to monitor, analyze and evaluate operational/capital budgets.
- Demonstrated ability to interact positively in partnerships/relationships with all internal and external stakeholders.
- Ability to communicate effectively, verbal and written, in situations that may require tact, diplomacy and discretion.
- Demonstrated problem-solving and decision-making skills with the ability to appropriately delegate.
- Demonstrated knowledge of legislative requirements, medical/legal issues, and commitment to remaining abreast of changes.
- Ability to facilitate, coach, mentor and lead individuals/groups to achieve quality outcomes, support patient advocacy and provide exceptional service.
- Demonstrated appreciation and respect for protocol, professionalism, and confidentiality.
- Satisfactory work performance and attendance record required
- The successful candidate will have a proven commitment to professional development as well as to the Mission and Vision of the Hospital. Demonstrates proficiency in written and verbal communications skills in relation to working with patients across the care continuum.

**We encourage interested applicants to apply by submitting a resume quoting the above competition number to the *Human Resources Department* by 4:00pm on February 29, 2012. Please quote the competition number on your application to ensure your submission is included in this specific competition.**

**Application forms are available for Internal Staff Members it is essential that applications are completed in full if they are not accompanied by an updated resume.**

***OSMH is a minimal fragrance workplace. We kindly ask all applicants to refrain from using scented products should they have the occasion to interview with the hospital.***

*Creating a Healthier Future...Together*