



NON-CONTRACT ROLE DESCRIPTION

JD3828

ROLE TITLE:	Manager, Quality Improvement & Strategic Initiatives, General Support Services	ROLE DESCRIPTION NO.:	01292
DEPARTMENT:	General Support Services	HEABC REFERENCE NO.:	18721031
REPORTING TO:	Regional Manager or designate	HSCIS CODE:	03999
CLASSIFICATION:	NCEM/Range 8	JOB CODE:	03999DJ

ROLE SUMMARY

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority (Island Health) patient and staff safety is a priority and a responsibility shared by everyone; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Reporting to the Regional Manager or designate, the Manager, Quality Improvement & Strategic Initiatives, General Support Services is responsible for planning, implementing, and evaluating quality improvement initiatives and strategic projects. This role collaborates with internal and external partners to achieve operational goals and foster a culture of continuous improvement.

Travel may be a requirement of this position. Transportation arrangements must meet the operational requirements of Island Health in accordance with the service assignment and may require the use of a personal vehicle.

DUTIES AND RESPONSIBILITIES:

1. Leads the planning, development, implementation, and evaluation of quality improvement initiatives and operational strategies aimed at enhancing food service delivery, safety, and client satisfaction.
2. Collaborates with General Support Services leaders and appropriate others to identify priorities and lead projects using project management methodologies. Oversees all aspects of project development, implementation, and monitoring, including detailed work plans, schedules, estimates, resource allocation, and status reporting. Identifies project risks and develops mitigation strategies. Implements change management plans and facilitates the resolution of barriers to successful project completion.
3. Provides leadership and direction to assigned staff (who may themselves carry supervisory responsibility). Ensures continuing staff development, education and training is provided, within budget guidelines, to maintain staff at a current level of knowledge and skills.
4. Develops, implements and reviews departmental standard operating procedures (SOPs), policies and procedures to ensure that they comply with professional, legal and Island Health standards. Ensures adherence to established program standards and Island Health policies.
5. Produces, maintains, and analyzes records and reports on quality improvement metrics to support leaders to make data-driven decisions and continuous process improvement. Prepares and distributes correspondence, documents, and reports.
6. Consults and provides expertise with internal and external partners to improve service, provide professional advice, reduce costs, facilitate consensus and resolve problems. Identifies opportunities for improvement, negotiates changes, and resolves service issues.
7. Analyzes trends, assesses learning needs within portfolio and creates and develops learning materials, quality

improvement tools and metrics. Plans, delivers and evaluates programming.

8. Prepares and delivers presentations, reports, departmental budget, and recommendations to leadership teams and other partners.

9. Provides mentorship and leadership to foster a high-performing team aligned with quality improvement goals and operational priorities.

10. Performs other related duties as assigned.

QUALIFICATIONS:

Education, Training And Experience

A Bachelor's degree in a relevant discipline, such as Food Services Administration, Business Administration or Project Management and seven (7) years' recent related experience in a healthcare field. Experience will include leading, implementing and evaluating multi-faceted quality improvement initiatives and project management within a healthcare environment, preferably within support services such as food services, environmental services and/or laundry. Education or certification in project management, change management, quality improvement, or equivalent training. Valid Class 5 BC Driver's License.

An equivalent combination of education, training and experience may be considered.

Skills And Abilities

- Leadership and Communication: Demonstrated ability to lead diverse teams and communicate effectively, both orally and in writing.
- Client-Centered Approach: Commitment to delivering client-focused services through teamwork and collaboration.
- Project and Change Management: Comprehensive knowledge of project and change management principles, with a history of successfully implementing large-scale initiatives.
- Data-Driven Decision Making: Ability to analyze, interpret, and use data to guide quality improvement initiatives.
- Quality Improvement Expertise: Experience developing and nurturing a continuous quality improvement culture.
- Policy Development: Ability to draft, review, and implement effective policies and procedures.
- Technical Skills: Proficiency with project management tools, data analysis software, and standard office applications.
- Conflict Resolution: Skilled in addressing and resolving operational and personnel challenges effectively.