NON-CONTRACT ROLE DESCRIPTION

JD4065

ROLE TITLE:	Senior Specialist, Virtual Care	**ROLE DESCRIPTION NO.:**	01441
DEPARTMENT:	Virtual Care Services	**HEABC REFERENCE NO.:**	18721035
REPORTING TO:	Regional Manager or Project Director	**HSCIS CODE:**	03020
CLASSIFICATION:	NCEM/Range 9	**JOB CODE:**	03020F

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.

The Senior Specialist, in collaboration with either the Regional Manager or the Project Director, is responsible to lead the development and enhancement of strategic and operational plans that continuously improve and integrate the Virtual Care Services vision and mandate into the practice and culture of the organization, while preserving alignment with Quality Systems and organizational strategic direction for excellence in care and service.

The Senior Specialist liaises, educates and collaborates with departmental, organizational and provincial leaders, care and service providers and members of the public to advance and execute the Virtual Care Services strategic plan and activities in alignment with organizational priorities. This includes developing departmental and corporate policies, procedures and guidance tools that build virtual care-conscious practice capacity across the spectrum of care and service delivery.

The Senior Specialist assesses virtual care trends that could affect the organization, conducts impact analyses and develops strategies, business cases and plans to ensure the organization remains current and responsive to larger systems influences.

The Senior Specialist assists the Regional Manager or Project Director to innovatively and continuously improve and evolve the core operations and mandate of the department and represents the Regional Manager or Project Director and Island Health in provincial and local committees.

DUTIES AND RESPONSIBILITIES:

1. Administers and continuously improves the Virtual Care practice capacity in the organization in compliance with applicable legislation, regulatory and standards obligations, best practice and in alignment with business and clinical operations.

2. Leads, develops and executes strategic and tactical plans including project proposals and associated budgets, gap analyses, risk assessments, business and clinical use cases, executive level briefings, implementation and education strategies, and evaluation and performance metrics.

3. Works with the Regional Manager or Project Director and partners with key leaders and stakeholders to translate strategy and plans into executable activities across the spectrum of care and service activities.

4. Conducts environmental and trend analyses, interprets risks, capitalizes on business opportunities and develops guidance on trends/issues such as knowledge based articles and other related materials.

5. Determines goals, milestones, critical success factors and communication strategies. Develops and manages any Virtual Care project-related budget and monitors expenditures to ensure projections and targets are met, reporting on any variances. Identifies and liaises with relevant stakeholders throughout the initiative or project.

6. Creates resources and tools that enable efficient analysis, interpretation and evaluation of Virtual Care data to aid in the validation of actions taken by users of transactional and analytical/reporting systems, within the department and across the organization.

7. Analyses, monitors and collaborates with other organizational leaders to improve departmental, organizational and cross-jurisdictional core business operations. These include risk assessment, mitigation and prevention activities, education, process standardization, information sharing, research and other agreements.

8. Leads, develops and promotes organizational Virtual Care policies, procedures, processes, mechanisms and tools that anchor Virtual Care activities on a foundation of legislative, regulatory and industry-standard designs and best practices

9. Acts a role model for continuous learning and liaises, educates and collaborates with departmental, organizational and provincial leaders, care and service providers to advance Virtual Care-conscious individual and organizational practice capacity

10. Develops and maintains collaborative and strong working relationships with key stakeholders internal and external to the organization in order to identify and optimize opportunities for strategic alignment and partnerships.

11. Researches and champions innovative concepts, designs and solutions that maximize client and customer confidence and trust in the management of their sensitive information and support care and service efficiencies.

12. Represents the Regional Manager or Project Director and Island Health as an expert participant and decision maker (depending on the Committee) on key organizational and provincial committees as assigned.

13. Supports the work of staff, under the direction of the Regional Manager or Project Director, Virtual Care.

14. Maintains familiarity with health care industry developments in virtual care and participates in advising on implementation of related standards, tools and processes within Island Health.

15. Leads and participates in project sponsor, steering committees and taskforces for Island Health's system wide initiatives, Quality Systems and virtual care initiatives.

16. Manages and is responsible for the coordination and facilitation of communications to Health Authority leaders, physicians, staff and targeted project teams related to virtual care system changes/enhancements as required.

17. Performs other related duties as assigned.

QUALIFICATIONS:

Education, Training And Experience

A level of education, training and experience equivalent to a Master's degree in a related health discipline such as Nursing, Health Information Science, or patient care/clinical related specialty and a minimum of seven (7) years' experience in a health care environment, including extensive experience leading the integration of computer technologies in clinical practice, regional policy and practice development and in establishing integrated clinical/systems environment through clinical change management methodologies.

Skills And Abilities

- Effective interpersonal, verbal, and written communications skills.
- Ability to handle sensitive corporate and personnel information
- Experience in planning, directing and controlling projects
- Demonstrated knowledge of new trends in Virtual Care
- Senior analytical skills and understanding of analytical techniques and concepts; ability to gather and analyse complex operations and information flows and processes to facilitate decision-making
- Demonstrated ability to establish and maintain effective working relationships with a variety of stakeholders including technical, operational and vendor staff while exercising professionalism, tact, confidentiality and discretion.
- Demonstrated ability to work independently or as part of a team

- Change oriented and possesses an attitude of continuous improvement.
- Self-motivated, able to work with minimal direct supervision, and has a demonstrated ability to organize and prioritize workload in a self-directed manner.
- Strong organizational and time management skills
- High degree of proficiency with standard MS Office suite and advanced features of office computer applications such as Microsoft Word, PowerPoint, Excel, and Visio
- Ability to coach, facilitate and lead others
- Physical ability to perform the duties of the job