



NON-CONTRACT ROLE DESCRIPTION

JD4372

ROLE TITLE:	Manager, Corporate Business Solutions	ROLE DESCRIPTION NO.:	01679
DEPARTMENT:	Corporate Business Solutions	HEABC REFERENCE NO.:	18721315
REPORTING TO:	Director, Corporate Business Solutions	HSCIS CODE:	03999
CLASSIFICATION:	NCEM/Range 9	JOB CODE:	03999FF

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 Director, Corporate Business Solutions, the Manager, Corporate Business Solutions is responsible for planning, organizing, and directing a team of specialists and analysts to support business applications and data needs of a variety of corporate support departments, including Finance, Payroll, Scheduling, Timekeeping, People, Medical Affairs and Legal Services.

The Manager collaborates with Island Health's Information Management/Information Technology department (IMIT) to clarify roles and responsibilities and to ensure the successful implementation of business applications and the ongoing maintenance of and enhancements to new and existing business applications.

DUTIES AND RESPONSIBILITIES:

1. Liaises with the managers within corporate support departments and, when appropriate, IMIT in the development and maintenance of business applications to ensure the effective, efficient and accurate processing and reporting of business transactions.
2. Develops and plans for the implementation, training, testing, support and maintenance of business applications used within the corporate support departments, including Finance, Payroll, Scheduling, Timekeeping, People (HR), Medical Affairs and Legal Services.
3. Develops an orientation program for new employees to familiarize themselves with existing business applications.
4. Develops and coordinates the provision of orientation and training for new business applications within the portfolio.
5. Provides direction and technical advice to Island Health departments/services/programs, affiliated health organizations affected by the upgrade or implementation of a business application.
6. Provides technical advice to managers within corporate support departments and directs assigned staff, working in consultation with department managers, to ensure the operational needs of business applications are met.
7. Develops, recommends and implements policies standards, and procedures pertaining to the business applications required to support the implementation of a new or updated business application.
8. Ensures follow up with IMIT for any service calls pertaining to business applications errors or business applications performance failures.
9. Develops and coordinates, with IMIT, policies, standards and procedures associated with the timing and frequency of data purges and archiving.

10. Develops and maintains the security policies for the business applications and the information they collect and ensures the amount and type of data storage complies with IMIT policies.
11. Provides support to the corporate support departments in developing reporting and data extraction to assist in analysis as required.
12. Monitors and evaluates the achievement of service objectives for business applications. Consults and negotiates with department managers in order to improve service, provide professional advice, reduce costs, facilitate consensus and resolve problems.
13. Works in collaboration with IMIT to align policies, standards, procedures and training; inform on corporate support areas strategic plans and to plan longer term strategies to meet the corporate support areas needs.
14. Engages with corporate support areas to understand their strategic plans and ensure currency and compatibility of the business applications with the long-term plans developed by the Director, or Managers of the corporate support departments.
15. Provides leadership and direction to staff. Ensures continuing staff development, education and training is provided, within budget guidelines, to maintain staff at a current level of systems knowledge and skills.
16. Develops annual operating and capital budgets for the Corporate Business Solutions team and ensures expenditures are within established parameters.
17. Hires staff, supervises, conducts performance appraisals, disciplines and terminates staff in the department.
18. Interprets and applies the various collective agreements for unionized staff, or terms and conditions for non-contract staff. Represents the Employer in labour relations matters and determines the disposition of grievances.
19. Implements quality improvement measures for Corporate Business Solutions and regularly prepares and submits reports on these activities.
20. Represents Corporate Business Solutions at various Island Health and committee meetings. Consults with outside parties in area of expertise.
21. Performs other related duties as required.

QUALIFICATIONS:

Education, Training And Experience

A level of education, training and experience equivalent to a Bachelor's degree in a relevant healthcare, information management or business discipline and seven (7) years' recent related management experience.

Skills And Abilities

- Demonstrated leadership ability and highly developed interpersonal and communication skills.
- Demonstrated commitment to client focused services and teamwork.
- Ability to integrate administrative, professional and operational aspects of the department throughout Island Health in an effective and efficient manner.
- Ability to develop and nurture an environment where quality improvement principles are embraced and used on a continuous basis.