



## NON-CONTRACT ROLE DESCRIPTION

JD4373

<b>ROLE TITLE:</b>	Director, Corporate Business Solutions	<b>ROLE DESCRIPTION NO.:</b>	01680
<b>DEPARTMENT:</b>	Finance, Legal Services & Risk	<b>HEABC REFERENCE NO.:</b>	18721263
<b>REPORTING TO:</b>	Corporate Director, Workforce Scheduling, Optimization & Business Solutions	<b>HSCIS CODE:</b>	07099
<b>CLASSIFICATION:</b>	NCEM/Range 11	<b>JOB CODE:</b>	07099Q

### 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 Corporate Director, Workforce Scheduling, Optimization, and Business Solutions, the Director oversees a variety of core business systems and new applications supporting the day-to-day operations and data needs of a variety of Corporate support departments, including Finance, Payroll, Scheduling, Timekeeping, People, Medical Affairs and Legal Services. This position leads all activities to plan, organize, and control the design, build, testing, sourcing/selection, implementation, administration, maintenance, support and evaluation of both core and new applications, processes and related solutions. The Director provides leadership in managing and implementing change and ensuring an environment that supports strong business systems, in alignment with Island Health's culture, values and strategic direction.

The Director provides professional and technical leadership and guidance to a team of experts in the performance of complex and varied tasks requiring independent knowledge and skills for a variety of applications and business solutions.

The Director also works closely with Island Health's Innovation, Analytics and Information department to ensure alignment of goals, support, innovations, and clear articulation of roles and responsibilities. They also work collaboratively with Directors and leadership in corporate departments to establish priorities and the strategic direction for their associated business systems and solutions.

### DUTIES AND RESPONSIBILITIES:

1. Develops, implements and evaluates strategic plans, goals and objectives for the department consistent with the mission and strategic plan of both the department and Island Health. Responsibilities include taking a lead role in the analysis of the current situation and the future requirements of the area, initiating the development of specific goals and objectives and setting priorities for planning and implementing strategies.
2. Leads and oversees a team of professionals to maximize articulated goals and objectives by performing duties such as providing support, consultation and guidance to staff, establishing clear definitions of responsibilities for each employee, reviewing assignments and adjusting work to ensure levels meet operational requirements. Monitors performance, provides ongoing feedback and completes review of staff within the department. Investigates work and staff issues and where necessary initiates disciplinary action up to and including termination.
3. Lliaises with organizational managers/leaders of Island Health primarily with the corporate service delivery departments to ensure optimum ongoing support and development of the core business systems, such as Meditech and ESP and identifies opportunities for new application development based on a strategic plan and identified priorities of the corporate departments and Island Health.

4. Liaises with IM/IT in the development and maintenance of systems to ensure the effective, efficient and accurate processing and reporting of data.
5. Liaises with a variety of corporate departments including IM/IT to design, develop, implement, test, train, support and maintain business applications. Develops and plans for the implementation, training, testing, support and maintenance of both core applications and new applications.
6. Liaises with a variety of corporate departments, external agencies and government to develop and support complex reports and data analysis.
7. Develops and supports staff to provide orientation programs for system users for both core systems and new system applications.
8. Ensures policies and procedures including security policies pertaining to current and/or new systems are in place to support sustainability and/or implementation including the storage and sharing of data and that they comply with FOIPPA and Island Health policies.
9. Monitors and advises on performance of the quality improvement indicators; producing data and reporting on performance and measuring against set indicators.
10. Oversees and supports the development and implementation of a quality framework including auditing, training standardization, review and approval of standard operating procedures, communications and document control.
11. Evaluates the performance of the area and responds to changing client needs by methods such as conducting continuous assessment of the team's activities, facilitating feedback with and across programs and responding to changing demands. Develops and implements quality improvement programs and initiatives consistent with Island Health's mission and strategic plans which comply with standards set by the Canadian Council on Hospital Accreditation and the Ministry of Health.
12. Develops strong and effective relationships with internal clients across Island Health and with relevant external stakeholders to ensure business needs, emerging initiatives and industry best practices are fully considered in developing and implementing service delivery models, goals and objectives.
13. Develops and monitors an annual budget for the department. Responsibilities include approving budgets of direct reports, monitoring budget performance, planning and adjusting operating and/or staffing to meet projections and annual targets, approving expenditures and preparing summaries for fiscal reporting.
14. Liaises with internal stakeholders and external organizations including government ministries, healthcare authorities/providers, professional associations in order to remain current on provincial issues.
15. Apprises the Corporate Director and other members of expanded executive leadership of issues that will have an impact on existing or planned operations of the Portfolio and/or other Corporate departments.
16. Monitors and is accountable for program or service compliance with ethical and legal requirements, accreditation standards, Provincial and Federal Legislation and regulations and collective agreements.
17. Keeps informed and current on management and professional practices through methods such as participation in professional associations, attendance at conferences, courses and seminars.
18. Performs other duties as assigned.

## **QUALIFICATIONS:**

### **Education, Training And Experience**

A level of education, training and experience equivalent to a Master's Degree in a relevant healthcare, information management or business discipline plus 7 (seven) years of progressive senior management experience preferably in health care or another complex human services industry. ITIL, project and change management training and experience an asset.

### **Skills And Abilities**

- Excellent written and oral communication skills coupled with the ability to write and edit high quality business documents (such as business cases, master project plans, risk management plans, communication plans, progress reports, and project wrap-up documentation) and to facilitate large and diverse groups and negotiate to consensus.
- Demonstrated ability to function effectively in a highly dynamic, team-based environment.
- Demonstrated ability to adapt readily to rapid and changing environment and respond with initiative.
- Demonstrated ability to establish and manage relationships with strategic partners and solution providers.
- Demonstrated ability to interact professionally with various levels of personnel, both internally and externally.
- Demonstrated ability to lead change and to build and support management teams.
- Demonstrated knowledge of pertinent health care policies, standards, codes, bylaws and regulations.
- Demonstrated commitment to innovation and creative spirit.
- Demonstrated ongoing commitment to professional development.
- Demonstrated knowledge of project and change management principles and methodologies.

LEADS in a Caring Environment Framework: <https://www.leadscanada.net/site/framework>