



NON-CONTRACT ROLE DESCRIPTION

JD4675

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| ROLE TITLE: | Director, Financial Operations & Client Support | ROLE DESCRIPTION NO.: | 4675 |
| DEPARTMENT: | Care Sustainability | HEABC REFERENCE NO.: | 18721424 |
| REPORTING TO: | Executive Director, Care Sustainability | HSCIS CODE: | 07000 |
| CLASSIFICATION: | NCEM/Range 10 | JOB CODE: | 91273 |

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 Executive Director, Care Sustainability, the Director, Financial Operations & Client Support provides strategic and operations decision support to the Senior Leadership for the designated areas of responsibility across the organization. The Director liaises with the business stakeholders and operational teams to ensure proper planning, monitoring, forecasting and reporting processes are in place, and provides senior level advice/expertise for operational risks and issues. Upon completion of industry and gap analysis, influences leadership on forecasting and changes to resource allocation ensuring organizational sustainability and alignment of strategic priorities for multiple programs and/or organizations. He/she also assumes overall responsibility for the review, analysis and validation of key performance indicators in context of the financial budget, and communicating operational/capital issues to their respective operational leadership and the Executive Director. Reporting to the Director are the Managers of Financial Operations & Client Support, Financial Analysts and other designated financial planning support staff as required to support the operations.

DUTIES AND RESPONSIBILITIES:

1. Leads the financial planning and business decision support functions of their assigned areas of responsibilities to ensure integrated and efficient service delivery across programs within the health authority.
2. Is responsible for informing the budget process which determines the allocation and/or reallocation of resources within the assigned areas of responsibilities to ensure that all investments are optimized and that resources are utilized to achieve the intended outcomes which are measured and tracked appropriately.
3. Oversees and leads the preparation of all assigned/regional program(s)/corporate service monthly operating reports which assess progress to plan and makes recommendations to take corrective action and mitigate risk to stabilize operations and achieve or exceed annual operating objectives.
4. Identifies opportunities for new initiatives by working closely with COO/VP and assigned area operational leaders in preparing business cases which including capital, operating and start up costs as well as environmental scans and impact assessments in context of the strategic and operational objectives of the Health Authority.
5. Supports the on-going review and assessment of financial policies and procedures within the assigned areas of responsibilities to ensure effective and compliant operations. The review includes a health industry scan and assessment which may recommend changes to adapt to the environment.
6. Represents the assigned areas/health authority through participation in committees, working groups and or negotiations with government, and/or other external service providers/agencies providing or requiring support services from the health authority to ultimately achieve strategic and operational objectives.

7. Provides leadership and support to all members of the team and motivates them towards the attainment of the departmental goals; recommends changes to organizational structures to reflect evolving needs and is responsible to ensure and support an on-going system for measuring performance.
8. Provides timely and ongoing feedback to direct reports through performance evaluations and identifying areas for improvement; ensure and/or provides professional development for departmental staff and participates in the management of human resource matters.
9. Carries out responsibilities in accordance with health and safety requirements. Immediately reports unsafe situations by notifying supervisor or other appropriate personnel.
10. Performs other duties as assigned.

QUALIFICATIONS:

Education, Training And Experience

Master's degree in a relevant discipline with a minimum of ten (10) years' recent, related experience in a progressively senior financial planning and business support role, a Certified Professional Accountant designation, or an equivalent combination of education, training and experience.

Skills And Abilities

- Broad knowledge of generally accepted accounting principles, financial, administrative and contract management, audit and program evaluation principles and practices.
- Broad knowledge of computerized financial systems and procedures.
- Knowledge of health care disciplines and their role in client care.
- Demonstrated operational planning, monitoring, analytical, evaluation and reporting expertise.
- Knowledge of program planning, implementation and evaluation approaches including community development strategies.
- Proven ability to design, implement and manage complex planning, reporting and business processes.
- Results oriented within a high-pressure working environment with numerous critical timelines.
- Demonstrated ability to function as a leader including coaching and facilitation skills.
- Demonstrated ability to communicate effectively with co-workers, other health care staff, one-on-one, in groups and in writing.
- Demonstrated ability to make public presentations.
- Demonstrated ability to work independently and in collaboration with others.
- Demonstrated ability to develop and maintain effective working relationships with internal and external stakeholders.
- Demonstrated ability to strategically and creatively solve complex problems within a dynamic and changing environment.
- Demonstrated ability to organize and prioritize workload and meet deadlines.
- Computer literacy with advanced word processing, spreadsheet and database skills.
- Proven leadership, management and supervisory experience with an excellent sense of corporate and departmental priority and a strong business acumen are critical.
- Physical ability to perform the duties of the position.

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