



NON-CONTRACT ROLE DESCRIPTION

JD5200

ROLE TITLE:	Director, Relational Security & Security Systems	ROLE DESCRIPTION NO.:	5200
DEPARTMENT:	Protection Services	HEABC REFERENCE NO.:	18721087
REPORTING TO:	Executive Director, General Support Services & Clinical Logistics	HSCIS CODE:	03998
CLASSIFICATION:	NCEM/Range 11	JOB CODE:	91530

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, General Support Services & Clinical Logistics, the Director, Relational Security & Security Systems provides program leadership and direction to managers responsible for Protection Services and Security Systems. The Director is accountable for the efficient and effective utilization of approved physical, financial, and human resources as well as for guiding and coordinating the activities of the assigned departments in accordance with the goals and strategic direction of Island Health.

DUTIES AND RESPONSIBILITIES:

1. Provides leadership to team members through coaching, guiding, mentoring and modelling Island Health values.
2. Recruits management staff and maintains an organizational structure for the program that provides the highest level of quality service within budget parameters.
3. Liaises with the First Nations Health Authority and Island Health's Indigenous Health portfolio to support targeted recruitment within first nations communities across Island Health.
4. Ensures the development and implementation of an effective performance review, and performance enhancement strategy that ensures the growth and the development of select personnel through succession planning.
5. Establishes staff-centred operations to assure safety, well-being and dignity of employees including employee engagement, workplace violence, and respectful workplace.
6. Provides leadership in the development of strategic initiatives and overall management functions in accordance with the mission, philosophy, policies and procedures of Island Health.
7. Is a member of the provincial Protection Services leadership committee and provides guidance and advice to other health authority leads as it relates to program and educational matters.
8. Provides leadership in coordinating communication within Island Health and between other health authorities and the Ministry.
9. Acts as the Liaison between Island Health and the Police of Jurisdiction across all geographies.
10. Provides leadership for change initiatives for services and puts forward business cases and operational recommendations based on industry expertise and related knowledge.
11. Liaises with Executive Directors across clinical and corporate portfolio to identify and prioritize capital equipment and projects. Creates and maintains a five-year replacement plan for infrastructure across acute and community facilities.

12. Facilitates and directs the development and implementation of department specific goals, objectives, standards, policies and a performance monitoring program.
13. Liaises with and provides advice/information to Risk Management and Legal Services with respect to Protection Services investigations.
14. Evaluates the effectiveness of assigned departments through systematic performance monitoring mechanisms to ensure that quality and efficiency standards are met consistently.
15. Responds to client issues and public concerns in a supportive and goal-oriented manner, facilitating communication to affect positive outcomes.
16. Responsible for developing and monitoring budget performance, planning and adjusting operations and/or staffing to meet projections and annual targets, approving expenditures and preparing summaries for fiscal reporting.
17. Develops recommendations and implements vendor negotiation strategies and policies to ensure that contracts negotiated meet or exceed the specifications associated with these contracts.
18. Develops service level agreements with customer departments ensuring required services are captured and modified as department requirements change.
19. Provides support to Island Health senior management in planning for and adjusting the service as necessary to accommodate service additions and/or reductions due to changing standards, services or facilities.
20. Contributes to the overall strategic plan for the Clinical Logistics portfolio, including taking a lead role in the analysis of current state, future requirements and setting priorities for planning and implementing strategies.
21. Promotes the same quality standards used in contract services to Island Health operated services.
22. Performs other related duties as required.

QUALIFICATIONS:

Education, Training And Experience

A level of education, training and experience equivalent to a Master's degree in a related discipline such as Business Administration (MBA) or Public Administration (MPA) plus seven (7) years' progressive senior management experience within health care including 4 years in Emergency Services management.

Skills And Abilities

- Sound working knowledge of concepts related to budgets, staffing, quality, project and change management and strategic initiatives, outsourcing and contract management or an equivalent combination of education, training and experience.
- Comprehensive understanding of the impact that mental health in the community has on the hospital system.
- Comprehensive understanding of the relationship between the hospital system and law enforcement, and how these systems must support each other to provide quality patient care.
- In-depth formal training in process improvement methodologies is preferred.
- Ability to work with senior executive and staff at any level
- Ability to mentor and grow staff
- Dynamic team player able to inspire, build networks and develop trusting relationships
- Forward innovative thinker with the confidence to take risks
- Proven ability to lead process improvement and develop performance management systems
- Ability to build consensus amongst diverse stakeholders
- Superior interpersonal communication skills

- Facilitation and presentation skills
- Demonstrated success leading strategic projects
- Ability to write, analyse and edit project plans, proposals, Service Level Agreements and MOU's
- Demonstrated experience in logistics management
- Demonstrated experience in contract management and outsourced logistics arrangements
- Demonstrated analytical, problem-solving and dispute resolution skills
- Demonstrated ability to work effectively with a high degree of independence
- Ability to operate related equipment, including various word processing and spreadsheet applications
- Use of a personal vehicle to travel between multiple sites
- Physical ability to perform the duties of the job

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