NON-CONTRACT ROLE DESCRIPTION

JD5597

ROLE TITLE:	Policy and Process Improvements Lead	**ROLE DESCRIPTION NO.:**	5597
DEPARTMENT:	Employee Relations, Employee Records & Scheduling Services; Financial Operations & Reporting	**HEABC REFERENCE NO.:**	18721755
REPORTING TO:	Director, or designate	**HSCIS CODE:**	03099
CLASSIFICATION:	NCEM/Range 8A	**JOB CODE:**	91679

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, or designate, the Policy, and Process Improvements Lead (PPI), works collaboratively to provide leadership in the implementation and evaluation of an organizational framework for policy development and process improvements relating to the policies and process of the People and Financial Operations & Reporting portfolios. The PPI provides analysis for the creation and management of key organizational policies and procedures that support human resources and the patient and staff safety and care and advises and leads the document development processes. The PPI plays an integral role in engaging internal and external partners regarding corporate social responsibility, legislative compliance, best practices, and public transparency related to policy and process development. The PPI provides leadership and ensures a consistent policy process is applied across the health authority. The PPI works with staff, physicians, patient partners, and all collaborating departments to ensure cohesiveness in the policies and processes to ensure capacity-building strategies are in place to enhance skills, abilities, resources, and commitment to develop and implement a strong foundation for policy and process development. The PPI works with leaders at all levels and inspires others to achieve goals and deliverables through facilitation, and effective communication.

DUTIES AND RESPONSIBILITIES:

1. Facilitate, write, and review the policies, processes, and initiatives being supported and led through the designated portfolio of best practices and standards. The PPI also works on any new projects to ensure the processes and policies are aligned; this includes work relating to new systems such as the HCMS, ESP Upgrade, and any other People or Island Health systems.

2. Provides specialized support for evidence-based policy and process development across the designated portfolio and ensures cohesiveness with other connected departments. Leads the implementation, evaluation, and communication of the organization's policy process. Supports all Human Resources (HR) related policies and processes for the organization.

3. Responsible and accountable for leading, directing, and coordinating the overall implementation of these policies and processes by overseeing assigned project resources, developing implementation plans, and ensuring plans are aligned using project management methodology and align to Island Health's strategic vision.

4. Develops educational materials, standardized tools, and templates to assist in the development of HR and organizational policies. Presents materials to Island Health programs as required. Provides support to the staff and programs in development and updating policies and procedures, guidelines, and related governance documents. Collaborates with various Island Health departments and provides feedback and support for policy implementation.

5. Provides leadership in producing deliverables for initiatives within the designated portfolio such as standard operating procedures, process charts, processes for policy alignment, and drafting any new policies and procedures or updating current policies and procedures and processes.

6. Recommends changes to Island Health's policy, processes, tools, templates, and procedures framework with the aim of hardwiring best practices with respect to cultural safety and anti-racist (including Indigenous specific racism) development.

7. Manages implementation by monitoring and evaluating all project activities, ensuring effective systems, practices, policies, and timelines are adhered to.

8. Prepares and communicates all policy, process, and procedure information materials to the organization, ensuring all communications are consistent and aligned with Island Health's strategies.

9. Identifies, implements, and evaluates continuous improvements in the HR policies, and processes aligning to partnering departments within the organization.

10. Collaborates with other areas within the HR portfolio as well as with internal and external to the organization to integrate best practices and continuity within the healthcare practices.

11. Provides status reports and facilitates weekly status calls for key interest holders to highlight the status of each stage of the implementations and outline the next steps.

12. Facilitates bi-weekly lead status calls to discuss status, next steps, FAQs, and any issues or concerns with the changes, education, and implementation.

13. Participates on assigned committees and chairs and/or leads discussion as requested.

14. Performs other related duties as required.

QUALIFICATIONS:

Education, Training And Experience

A Baccalaureate degree in Human Resources, Commerce, Business Administration, or related discipline, seven (7) to ten (10) years of direct related experience including project administration/management, preferably in a multi-union health care or public sector environment, or an equivalent combination of education, training, and experience.

Skills And Abilities

- Demonstrated strong knowledge, skills, and experience in public policy development, applied strategic research methodologies, and affecting social change and organizational change.
- Demonstrated applied knowledge of social, economic, political and health trends and statistics.
- Considerable experience in leading and coordinating working groups and steering and advisory committees, which may include senior internal and external partners, senior personnel from other departments, dedicated project staff and consultants, in the development, implementation and monitoring of strategic initiatives.
- Demonstrated an ability to conduct rapid policy reviews, memos, and other internal communication materials.
- Demonstrated an ability to lead strategic efforts, manage conflict, and to exercise a high degree of judgement and independence toward delivery of outcomes.
- Demonstrated comprehensive knowledge, skills and experience in project management principles and methodologies, including the ability to set and adapt to changing priorities in a complex, fast paced work environment, and ability to coach other team members on these skills.
- Has the ability to utilize initiative, vision, independent thinking, and creative problem-solving abilities to implement project plans and realize the project completion.
- Provides feedback and detailed analysis on project processes, and makes recommendations as required.
- Excellent interpersonal skills, with the capability of providing leadership to a diverse project team and interact comfortably with senior personnel in the organization.

- Demonstrated ability to lead effectively in a highly dynamic environment subject to continuous change.
- Ability to work effectively under pressure and with changing priorities and deadlines, balance work priorities, and resolve problems to achieve deliverables and outcomes in a timely manner.
- Physical ability to perform the duties of the position.