

Project Management Office (PMO) Lead

The South West Local Health Integration Network (LHIN), based in London Ontario, is one of 14 local organizations that have been created in Ontario to plan, coordinate and fund local health services, including hospitals, community care access centres (CCACs), long-term care homes, community health centres (CHCs), community support service agencies, and mental health and addictions agencies

As the crown agency responsible for the planning, integration and funding of nearly 200 health service providers, the South West LHIN stretches from Lake Erie in the south to the Bruce Peninsula in the north and is home to almost one million people, making it one of the largest geographical LHIN areas in the province. It also encompasses both an urban and a large rural population base.

By bringing together publicly funded health agencies and organizations in the area, the South West LHIN helps to ensure a seamless continuum of high quality care for health care consumers and their families. The South West LHIN is responsible for the accountability arrangements and funding of:

- Public and private hospitals
- South West Community Care Access Centre (CCAC)
- Community support service agencies
- Community mental health and addiction agencies
- Community health centres
- Long-term care homes

The LHIN works closely with-- but is not directly responsible for-- the funding of physicians, public health, ambulance services, laboratories, and provincial drug programs.

Your Opportunity to Make a Difference

As **Project Management Office (PMO) Lead** for the **South West LHIN**, you will provide leadership and oversight for the development and operations of a Project Management Office to ensure the coordination and support of internal and external projects, and/or strategic initiatives that require guidance and oversight. Projects vary in size and scope and will require flexibility and at times tailored project management solutions. This position will include direct interaction with a broad range of key internal and external stakeholders, including senior, functional and technical team members and subject matter experts throughout the organization and the broader LHIN.

Initial Challenges

- To “listen and learn” and to quickly understand the needs of our LHIN
- To foster a climate of openness, engagement and mutual respect in order to gain trust, build relationships and collaborate effectively with the LHIN team and the health services providers within our area
- To quickly “take stock” of key plans and initiatives currently underway and to recognize that the ability to “take action” will be critical to acceptance by stakeholders

- Review of tools/templates/process that may be used to our advantage in order to enhance the service delivery model of our PMO

Year One Objectives

- Development and implementation of an overarching process and framework for a Project Management Office within our LHIN
- Integration of the PMO reporting framework with the Performance Management framework

Long Term Objectives

- Enhancement of the Project Management Office and framework to provide a robust set of measures for a variety of LHIN wide projects including complex integration initiatives involving multiple stakeholders
- Establishment of a strong working relationship and development of a trusted advisor relationship with all LHIN health service providers and key stakeholders to support enablement of projects

Primary responsibilities:

- Creating a South West LHIN Project Management Office (PMO) that will:
 - provide a focal point for South West LHIN committees, internal project teams and project leads (both internal and external) with respect to project management guidance and best practices;
 - validate, implement, promote and ensure consistent use of the recently developed South West LHIN project management process, tools and templates by project teams;
 - support consistent and reliable project delivery;
 - leverage LHIN-wide expertise and collaborate with experts across the LHIN;
 - work with the internal resources responsible for coordinating status reports;
 - track and report on LHIN-based initiatives including consolidated reporting of progress, timelines, issues and costs;
 - work with team members to create efficiencies in all aspects of the life span of LHIN projects;
 - provide a mechanism for equitable and transparent project development, prioritization, decision making, accountability and reporting;
 - provide a resource for ongoing Change Management and Communication;
 - build capacities and knowledge exchange internal to the LHIN organization and LHIN-wide.

Your role will include:

- Developing and clarifying the role and scope of the PMO, defining key deliverables and achieving targeted outcomes.

- Developing and implementing a work plan to guide the establishment and ongoing operations of the South West LHIN PMO, outlining deliverables, tasks, responsibilities, resources, and timelines.
- Ensuring PMO requirements are achieved in a timely fashion and within budget parameters.
- Working effectively with individuals and organizations at all levels, including project team members, LHIN staff and other partners.
- Providing leadership and guidance to staff assigned to support portfolios, programs and projects
- Exploring methods for enhancing and spreading the use of the South West LHIN project management process, tools and templates.
- Leading the tracking and coordination of projects and programs, and identifying and managing overall project dependencies.
- In consultation with external and internal stakeholders and through the analysis of best practice, identifying gaps in performance management and performance measurement processes for projects and programs implemented within the LHIN and by health service providers.
- Overseeing the development of monthly dashboards to senior management with a summary of performance and risks of LHIN project investments with mitigation strategies and recommendations for projects not meeting, or at risk of not meeting, objectives as outlined in Project Charter and Funding Agreements.
- Developing quarterly updates for South West LHIN Board of Directors with a high level summary of the performance and risks of project investments.
- Leading the development of escalation protocols and procedures for LHIN funded projects that are not meeting agreed upon deliverables, milestones, performance targets and budget; working with appropriate LHIN staff to execute protocols and procedures to ensure that projects expectations are met. This may involve development and/or evaluation of mitigation strategies, generation of approaches to communicating with health service providers to encourage focus on adherence to project management principles and funding agreement expectations, and provision of recommendations to senior management on escalation approaches.

Your Professional Qualifications Include:

- **Project Management Experience:** 5 years + of project management experience, including excellent time management skills and the ability to prioritize multiple, conflicting demands. Project Management certification is considered an asset.
- **Project Management Methods:** Knowledge of and demonstrated experience with Project Management methodologies.
- **Portfolio Management Tools:** Proficiency in using toolsets such as MS Project, Eclipse, Excel, PowerPoint and other portfolio management software.

- **Leadership:** Demonstrated leadership skills including the ability to build teams, align with organization values, set priorities and lead teams through change.
- **Relationship Building:** Demonstrated ability to form effective working relationships with internal and external customers and clients.
- **Teamwork and Collaboration:** Demonstrated understanding of the different components of teamwork; ability to work independently and with others in a collaborative manner to achieve a desired result.
- **Analytical Skills:** Excellent abilities to analyze and interpret complex information to deliver a solution that meets business needs.
- **Negotiation:** Ability to negotiate and resolve conflict in a positive fashion.
- **Continuous Improvement:** Demonstrated commitment to continuous improvement principles and practices including a commitment to excellence and the ability to facilitate innovation and creativity.
- **Communication Skills:** Excellent interpersonal, diplomacy, communication and presentation skills.
- **Healthcare Experience:** Previous knowledge and experience of the Ontario healthcare system and related issues is considered an asset.
- **Education:** Post-secondary education in health sciences/administration, business administration or a relevant field.

Location and Travel

This position is located in London at the South West LHIN headquarters. Travel is required throughout the South West LHIN area.

Need more Information?

For more information on the South West LHIN, please visit www.southwestlhin.on.ca

How to be considered for this opportunity:

To explore this opportunity in detail and to apply online, please click on the following link or paste it into your web browser:

<http://206.130.11.127/ApplicationFormNewGeneral.asp?WebJobPostingsID=424>.

If you wish to speak with an Executive Search Consultant directly please contact Samuel Morgenstein at 416-516-8080 or Charles Lennox at 416-777-6771. If you wish to view other opportunities, please visit us at www.bridgespan.ca.

We thank all applicants for their interest; however only those candidates selected for an interview will be contacted.