

Job Description

Job Title:	Director, Organizational Planning & Delivery
Job Category:	Director
Reports to:	Vice-President, Operations & Impact

SUMMARY

The Director, Organizational Planning and Delivery provides strategic leadership to HEC's planning, delivery management, and compliance activities. The Director is Chair of HEC's Management Committee, and works closely with other committee members, staff, external partners, and subject matter experts to enable HEC to be a high-performing organization. The Director, Organizational Planning and Delivery will ensure that the delivery and compliance dimensions of HEC's operational activities are effectively implemented and monitored.

DUTIES & RESPONSIBILITIES

- Works closely with the Vice-President, Operations & Impact to evolve HEC's ongoing delivery management framework and to support a high-performing business planning culture.
- Prepares briefs, reports, recommendations and action plans for the VP, Senior Leadership Team, Management Committee, Board, and related committees.
- Provides the Vice-President with strategic advice and a comprehensive understanding and reporting of operational issues related to delivery of the operational plan and compliance activities.
- Chairs and facilitates HEC's Management Committee.
- Oversees and leads the development of HEC's annual operational plan and works closely with the Director, Finance to support the annual budgeting process.
- Oversees and leads the implementation of HEC's delivery and grant management activities using best practices that consider the interrelationships, dependencies, and collaborative relationships of key operational activities. This includes monitoring progress, risk, and dependencies to support the delivery of HEC's operational plan and budget.
- Oversees and leads the development of tools and guidelines that support delivery management activities where effective and appropriate, this includes integration of HEC's delivery management systems and processes, ensuring that the changes align with its mission and mandate.

- Is accountable for managing and maintaining the delivery management budget (budgeting and forecasting).
- Oversees HEC's enterprise risk framework and monitoring/reporting on HEC's priority enterprise risks.
- Provides leadership and oversight of HEC's legal and legislative developments and acts as HEC's liaison with legal counsel as appropriate to ensure effective legal risk management. This includes leading the development, drafting, review, negotiation, signature, and enforcement of agreements for all HEC activities
- Ensures that HEC's privacy principles, policies, procedures, and practices are aligned with existing legislation and best practices.
- Provides ongoing advice and coaching to staff across HEC; strengthens the delivery management capabilities of staff and program teams through training and technical assistance and support regulatory compliance.
- Participates as a member of the extended leadership team, and works closely with other extended leadership team members, senior advisors, internal and external partners, and quality improvement, patient safety, and measurement experts to lead, develop, and deliver programs.
- Provides day-to-day leadership and supervision of operational planning, delivery and regulatory compliance of staff including overseeing the work and their performance, providing coaching/mentoring, monitoring progress, and providing advice. Nurtures the environment for, and enables, a high-performing team.
- Fosters a culture of innovation, inclusion, respect, and impact with better care for everyone.
- Supports the Vice-President, Operations & Impact and other senior staff in preparation for meetings and other public events as required.
- Engages and manages external contractors and/or consultants as required.
- Periodically acts as a back-up to the Vice-President, Operations & Impact.
- Other duties as assigned.

EDUCATION & EXPERIENCE

- Bachelor's degree in business administration, strategy, organizational design/development or a related discipline or equivalent knowledge and expertise is required.

- Minimum seven (7) years' experience required, including at least two (2) years in a supervisory/management role.
- Bilingual in French and English is preferred (English communications at Advanced "C" level and French communications at Intermediate "B" level).
- Advanced experience and understanding with organization project and program management, and change management is required.
- Experience or knowledge of business and contract law, including intellectual property, indemnity, insurance, liability, waivers, and contract management is required.
- Advanced computer software skills in Microsoft Office suite and virtual environment are required.
- Demonstrated experience in developing and implementing strategies and business plans is required.

SKILLS & COMPETENCIES

- Inclusive leadership style and highly developed people management skills.
- Ability to foster strong internal and external relationships.
- Experience being part of a small dynamic team where you have been doing a lot with a little; you have vision for the future but are excited to roll up those sleeves and get in the weeds with your teams.
- Highly developed interpersonal and problem-solving skills.
- Excellent project management skills including the ability to plan and the ability to collaborate with other teams and across the organization
- Excellent oral, presentation, and written communication skills.
- Demonstrated time management skills. Well organized and attentive to detail.
- Professional tact and diplomacy and confidentiality required.
- Ability to work well in a dynamic and highly motivated team.

MANAGEMENT/SUPERVISORY AND ADVISORY RESPONSIBILITY

Direct Supervision: Up to 3 direct reports.

Provides functional advice: Provide strategic advice/recommendations and support to the VP, Operations & Impact and other senior staff which support HEC to be a high-performing organization. Works collaboratively with HEC Directors to identify synergies among HEC's

activities and initiatives. Provides advice and action plans to VP, and other senior staff to ensure alignment and effective delivery of initiatives and activities across HEC.

CONTACTS

Internal: Establishes and maintains effective relationships with all employees at all levels.

External: Establishes and maintains significant contact with partners, affiliated organizations, and other not-for-profit organizations. Develops and maintains relationships with healthcare improvement experts and new partners to increase awareness of HEC's improvement initiatives. Represents HEC on relevant national, international, and regional committees; working groups; etc. and identifies opportunities for future work in this area. Understands the political, financial, and organizational sensitivities related to HEC's partners.

EFFORT & WORKING CONDITIONS

Effort: Regularly required to manage several tasks simultaneously over an extended period and juggle multiple competing priorities with occasional urgent situations. Extensive visual concentration due to computer work. Mental fatigue resulting from focusing and intense concentration.

Working conditions: May be required to engage in local or overnight travel. Is required to occasionally extend hours of work to meet work demands and occasionally expected to work evenings and weekends during peak periods. Frequently interrupted and may have to work on urgent issues.