

The North East Local Health Integration Network (NE LHIN) is dedicated to leading a high quality integrated health system for people living in Northeastern Ontario. The NE LHIN plans, funds and works to integrate health services across the region. The NE LHIN is also responsible for the delivery of quality home and community care services for people who call Northeastern Ontario home. As a health system manager, we need ambitious, creative people who are motivated to make a difference in their community, prepared to challenge the status quo and ready to use their diverse skills to strengthen the system of care for Northerners. We're looking for the right people with the right skills to achieve our strategic priorities and vision of providing quality health care when Northerners need it.

We have the following full time/permanent position now available:

Manager, Care Coordination

Location: Sudbury

Job Posting #178-18

The North East LHIN (NE LHIN) is seeking a dynamic individual to support the daily operational delivery of care coordination services. Reporting directly to a Director, Home and Community Care, this position will lead a team in coordinating the delivery and ensuring the quality of patient care services. This position will also be responsible for ensuring service standards, reviewing caseloads and monitoring service levels to ensure effective resource allocation.

KEY ACCOUNTABILITIES:

- Identifies critical service delivery issues and refines services for the patient population as needed;
- Participates in the development and manages the implementation and evaluation of new service delivery models;
- Manages complex and difficult patient issues and complaints that cannot be handled in a routine manner;
- Establishes and maintains effective relationships with service providers to deliver quality patient care;
- Represents the NE LHIN on multi-disciplinary committees and community agency working groups;
- Establishes and maintains relationships with professional organizations in designated specialty functions to ensure quality of care is current;
- Acts as a key resource to all NE LHIN staff and managers regarding designated service;

- Meets with staff to identify program needs and develop input to fiscal and operational planning;
- Contributes to a safe and healthy environment by following safe work procedures, reporting injuries, illnesses, and unsafe working conditions;
- Leads and contributes to continuous quality improvement strategies;
- Ensures staff engagement and involvement for change initiatives;
- Performs other duties as assigned.

POSITION REQUIREMENTS:

- Registered healthcare professional with a degree (or equivalent) in Nursing, Health Sciences or a related field;
- Significant experience in diverse and unionized community health care environments;
- Leadership experience would be an asset;
- Working knowledge of community resources and roles of health care professionals;
- Good knowledge and understanding of legislation governing health care activities;
- Knowledge of direct care/case management models used in community health care organizations;
- Well-developed planning, organizing, critical thinking, decision making and evaluation skills;
- Effective communication and interpersonal skills;
- Strong coaching, negotiation and conflict resolution skills;
- Certified Health Executive designation preferred;
- Must have valid driver's license and access to a vehicle. Some travel across the NE LHIN and other locations may be required and necessitate driving.
- Oral and written proficiency in both English and French is preferred. Candidates who are not bilingual in French may be considered, however, candidates who meet all requirements will be given priority for an interview.

SALARY:

Commensurate with qualification and experience and subject to job evaluation.

Should you be interested in applying for this exciting career opportunity, please forward your cover letter and resume via email to nelhinemployment@lhins.on.ca by 4:30 pm **October 14, 2018**. For more information on the North East LHIN, please visit us at www.nelhin.on.ca.

Individuals with a disability requiring accommodation during the application and/or the interview process should advise the recruitment contact so arrangements can be made.

Please reference job posting #178-18 when applying.

The LHIN is an equal opportunity employer and all applicants are welcome. We thank all applicants; however, only those candidates selected for an interview will be contacted.