

CAREER OPPORTUNITY

No. CEO2201

Position Title : Manager - X 1 FT
Department : Workforce Optimization & Engagement
Start Rate : As per Job Evaluation
Position Available : 4/Apr/2022 **End Date:**
Hours : 37.50 **/wk**
Shift : 8 hrs Days

Our diverse staff is our most valued resource. Compassion, Integrity, Courage and Accountability are the values that set Michael Garron Hospital apart.

Position Overview:

In this new role, the Manager, Scheduling and Workforce Planning, will lead major strategic initiatives: to establish a centralized Scheduling and Staffing Office; to develop and implement effective scheduling and staffing processes and policies based on expert guidance; and to optimize existing, and integrate new, technologies aligned with new processes. The Manager will ensure workforce planning and scheduling practices deliver an excellent experience for staff and leaders, and ultimately facilitate sustainable, high quality care for our patients.

The Manager, Scheduling and Workforce Planning, will lead a project team of internal stakeholders and external experts to execute the Design Phase (described above) of the Workforce Optimization and Engagement project and will subsequently assume ongoing operational management of the Scheduling and Staffing Office and related responsibilities.

The Manager, Scheduling and Workforce Planning, provides leadership to the Scheduling and Staffing Office at Michael Garron Hospital. The Manager will champion the vision of optimized master schedules, proactive staffing practices, workforce planning and aligning scheduling technologies and processes. The manager promotes MGH values within the team and has a key role in maintaining staff engagement, wellness, and joy at work.

The Manager, Scheduling and Workforce Planning, uses their technical expertise and collaborative approach to ensure Managers and Directors of partner areas (units/departments) understand their staffing model and project their workforce needs. On behalf of partner areas, the Manager will lead their team to design, implement, and manage optimized master rotations that meet operational needs, and monitor overall performance. The Manager functions collaboratively with leadership teams across Michael Garron Hospital to promote accountability and ensure adherence to appropriate collective agreements, scheduling policies and models of care. Through their work, the Manager promotes the provision of high quality jobs and Joy at Work across MGH by supporting staff and leaders with schedules and processes that are accessible and responsive to employee and operational needs.

Scheduling and Staffing Optimization: The Manager leads a team to assess needs, design and implement schedules, and perform staffing activities for partner areas. Success will be that all areas are adequately staffed in an operationally safe and cost-efficient manner at all times.

Workforce Planning: The Manager uses data and operational understanding to establish recruitment, training, and career pathing targets that support the sustainability of MGH's workforce. In partnership with key stakeholders, the Manager supports workforce planning efforts for short- and long-term operational changes.

Analytics and Reporting: The Manager will lead their team to assess and report on workforce performance across the hospital. The Manager will effectively communicate the findings, assist in stakeholder understanding, and support efforts for improvement.

This role also has after-hours on-call responsibilities on a rotational basis.

Education:

- Bachelor's degree required (Engineering, Health Administration, Business Administration, or similar preferred)
- Master's degree in above or similar field and/or healthcare related certifications are an asset
- Certifications in quality improvement methodologies (i.e. Lean, Six Sigma) and Project Management an asset

Qualifications/Experiences:

- Minimum of five (5) years' related experience with two (2) years in a progressive leadership role required with demonstrated acumen in working with labour and

employee relations in a highly unionized environment.

- Minimum 2 years building and optimizing schedules and master rotations in a unionized acute care setting is preferred.
- High level of proficiency with Microsoft Excel required.
- Experience with data management in Power Query and Power BI strongly preferred.
- Experience with process design utilizing Microsoft 365 (SharePoint, Forms, Power Apps) preferred.
- Knowledge of ANSOS or other electronic scheduling systems an asset.
- Project management or business process re-engineering experience preferred.
- Experience developing technical specifications and implementing software preferred.
- Experience with budget management preferred.
- Demonstrated acumen in leading diverse teams an asset.
- Demonstrated commitment to on-going learning and professional development.
- Demonstrated strength in communication, change management, fiscal management, inclusivity, innovation and followership in leading a diverse team required.
- Knowledge of organizational culture and functions.
- Demonstrated ability to advance multiple streams of work, and troubleshoot with critical and creative thinking ability.
- Flexible, organized, and self-directed within scope of responsibility; has initiative and independent judgment.
- Demonstrated ability to forecast, plan and monitor the operating and capital equipment budget for areas of responsibility.
- Demonstrated fair and equitable work ethic.
- Demonstrated embodiment of MGH core values.
- Good work and attendance record required.
- All employees of Michael Garron Hospital (MGH), a division of Toronto East Health Network (TEHN) [formerly Toronto East General Hospital (TEGH)] agree to work within the legislated practices of the Occupational Health and Safety Act of Ontario.
- All employees of MGH are responsible to contribute to a transparent culture of patient and staff safety by adhering to and abiding by patient and staff safety policies and procedures set by MGH.
- All employees are accountable for protecting the psychological health and safety of themselves and their co-workers through adherence to MGH's policies and practices.
- Currently all staff, professional staff, volunteers and learners at MGH are required to provide proof of full vaccination with a COVID-19 vaccine, with the exception of those who have an approved medical exemption or accommodation.

Employees interested in the above position are requested to complete an Internal Application Form F-525 and submit it to Human Resources along with the most recent resume prior to the closing date and time indicated in order to be considered for this position.

Michael Garron Hospital fosters an inclusive and diverse work environment. We are committed to providing accommodations for applicants upon request at any stage of the recruitment process. Should you require an accommodation, please let us know how we can work with you to meet your needs.

Posted 15/Mar/2022 at 10:00 a.m.

Closing Date 22/Mar/2022 at 10:00 a.m.

(PREFERENCE IS GIVEN TO THE INTERNAL APPLICANTS)

Note Human Resources Department Hours:

0730hrs-1600hrs Monday - Friday