

Manager, Regional Coordination Centre (40 hours/week, 1 year contract)

Who We are:

The Regional Coordination Centre (RCC) is hosted by Langs and is funded by Ontario Health West. The RCC is a coordination and referral centre to streamline access to care in the region of Waterloo Wellington. Their role is to coordinate services and to support individuals and health care providers by providing one location to receive, triage and direct referrals for care throughout the region. Currently we host central intake for diabetes, orthopedics, cataracts and the Ontario Seniors Dental Care Program. The RCC also coordinates workshops region-wide to support people managing chronic diseases.

What We are Looking For:

We are currently recruiting for a Manager, Regional Coordination Centre to join our team for a full-time position. This role shall supervise and support RCC Staff, ensuring effective team performance, fostering professional development, and overseeing daily operations to maintain compliance and operational efficiency. They will manage project implementation, resource allocation, and performance evaluations, while collaborating with the Director on program improvements, budget management, and technology integration to enhance patient care and team success.

A successful candidate in this role would have

- A health care professional with a relevant degree currently licensed, registered, or certified according to the requirements of the profession in the Province of Ontario; or experience working in a professional health care position such as a health promoter or project manager with equivalent diploma/certification.
- Experience with supervising and/or supporting or providing feedback to staff.
- Strong problem-solving abilities and conflict resolution skills.
- Understanding of principles of self-management and self-management support.
- Strong knowledge of healthcare systems and patient intake processes.
- Demonstrated leadership skills in supporting clinical practice change and education.
- Excellent organizational, time management and interpersonal skills, and ability to prioritize multiple conflicting demands.
- Experience in performing needs analysis, environmental scans and report-writing.
- Proficient in project management and workflow optimization.
- Ability to analyze performance metrics and implement improvements.
- Excellent interpersonal, verbal and written communication skills, including experience in program promotion and public speaking.
- High level of attention to detail, initiative, judgment, creativity and discretion.
- Proven ability to work independently, multi-task and meet deadlines.
- Strong knowledge of computer systems (MS Office Suite), website content management systems.

In this role you will be expected to complete the following tasks:

- Supervise staff, ensuring effective performance and fostering a positive work environment.
- Conduct regular team meetings to discuss goals, challenges, and successes.
- Provide coaching, learning opportunities to staff, share and promote professional development opportunities.
- Oversee implementation of process improvement projects aimed at enhancing workflows, reducing wait times, patient satisfaction, etc.
- Conduct regular meetings with Coordinators to understand team needs and provide direction.
- Facilitate meetings/presentations to external partners about programs.
- Track project milestones/deliverables to ensure innovative, effective program planning, delivery.
- Ensure compliance with requirements and organizational policies in all central intake processes.
- Ensure maintenance of program licensing agreements.
- Ensure proper implementation of standard operating procedures (Policy and Procedure Manuals).
- Monitor daily operations, identifying and resolving any issues that arise.
- Collaborate with HR, and Director for interviews, recruitment, training, onboarding of new team members.
- Assist with evaluation and implementation of technology solutions to support efficient processes.
- To complete other duties as required.

What We Can Offer You:

Langs is an organization where people belong. Langs is committed to promoting Inclusion, Diversity, Equity, and Access for all our staff, patients, participants, and volunteers. We are committed to equal employment opportunity regardless of race, colour, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or Veteran status. Langs strives for an inclusive environment centred on employee wellbeing and supportive leadership.

Don't meet every requirement? Studies have shown that women and people of colour hesitate to apply to jobs unless they meet every single qualification. At Langs, we are dedicated to building a diverse, inclusive and authentic workplace, if you're excited about this role but your past experience doesn't align perfectly with every qualification please apply and share in your cover letter why you believe you are the right candidate.

The successful candidate would be eligible for the following benefits:

- Starting Salary of \$81,754-\$91,507 annually
- Enrolment in Healthcare of Ontario Pension Plan (HOOPP)
- 3 Weeks paid vacation
- 10 Sick/Personal Days per year
- 10 Professional Development days per year
- Comprehensive Extended Health and Dental Care Plan including a \$1000 Healthcare Spending Account

Candidates are required to submit detailed cover letter along with their resume by December 10, 2024
Candidates requiring accommodation to participate should contact Human Resources to communicate any accommodation needs.

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