



## Director, cSWO Communications and Stakeholder Relations – Full-time cSWO Project

The Province of Ontario has the objective of creating an integrated Electronic Health Record (EHR) by 2015 for the residents of Ontario. The EHR will ensure that the patient's health information is made accessible in a timely, secure fashion at any point of service in the health care system. The EHR will also improve the quality of care, the sustainability of the health system, enhance planning and decision support, and reduce wait times. To meet this objective, eHealth has created three clusters in Ontario that will be working in parallel on complimentary priorities to meet this objective: connecting North East Ontario (cNEO), connecting Greater Toronto Area (cGTA), and connecting South West Ontario (cSWO).

The cSWO project's goal is to plan, establish, and deploy an EHR Program for South West Ontario which will provide Health Service Providers and care givers timely access to electronic health information across the continuum of care, throughout the cluster, and will align with Ontario's eHealth Blueprint and standards. London Health Sciences Centre's relationship with respect to the cSWO Project will be in terms of EHR Program Management.

The Director, cSWO Communications and Stakeholder Relations is responsible for the strategic planning, implementation, and management of internal and external communications and stakeholder engagement for the cSWO Electronic Health Record (EHR) program. The role exists in a matrix reporting structure. Overarching accountability is to the Vice President, Community & Stakeholder Relations at LHSC (which is accountable for cSWO EHR Program Management), with daily direction and accountability extended to a designated cSWO executive lead.

The Director is accountable to ensure that senior leadership receives appropriate levels of counsel and support to ensure development and execution of informed strategies. The incumbent is expected to adopt a "working Director" approach through a significant hands-on component of the work required, with additional resources reporting to the Director being on-boarded as project strategies require them. The Director is responsible for providing leadership in enhancing the capability of cSWO internal relations across multiple program delivery partners, health service providers, and organizations across the continuum of care throughout the four SWO Local Health Integration Networks (LHINs). The position also plays a key role in the execution of media and stakeholder relations and reputation management strategies. A pivotal component of this work is political and business savvy in multi-stakeholder environments and the ability to effectively partner with multiple constituents and move work forward where no formal reporting relationship exists.

This unique role presents an opportunity to extend your proven strengths and talents to new levels. If you thrive in this kind of environment and have a passion for being part of a transformational initiative, we want to hear from you! To be successful in this role, applicants who possess the following critical competencies and qualifications are encouraged to apply.

**Critical Management Competencies:** (go to [www.lhsc.on.ca/priv/hr/tms/competencies.htm](http://www.lhsc.on.ca/priv/hr/tms/competencies.htm) for further details)

- Strategic Orientation
- Leadership Presence
- Impact and Influence

**Other Management Competencies:**

- Holding Self & Others Accountable
- Business Acumen
- Visionary Leadership
- Service, Quality & Safety Orientation
- Results Orientation
- Building Organizational Capability
- Interpersonal Sensitivity

**Qualifications:**

- Masters degree in Public Relations, Journalism, Communications, or equivalent combination of education and experience
- Eight to 10 years of progressive management experience in a health care environment, with advanced strategic communications, stakeholder engagement, and government relations experience
- Experience in an academic health sciences centre environment is an asset
- Demonstrated skills in developing and implementing internal and external communications strategies that deliver messaging that is timely, accurate and targeted/relevant (audience-specific), utilizing a wide range of communications platforms
- Excellent written and publishing skills and strategic savvy in the use of a wide range of communications platforms/mechanisms
- Exceptional ability to manage large projects and facilitate complex interactions involving stakeholders from across the system, in complete alignment with strategic objectives
- Demonstrated track record of delivering results, effectively driving culture, fiscal control and developing self and others through coaching, mentoring and formal processes
- Adept in crisis and issues management, driving consistency and alignment of message, and building positive media relationships
- Exceptional analytical and information-seeking skills that contribute to effective decision-making and strategic planning and execution of action plans that deliver results and motivate individuals for greater performance excellence
- Track record for creating a quality and safety culture and means for monitoring and communicating results that is meaningful to team members and inspires continuous improvement
- Self-directed, courageous, and highly motivated with excellent interpersonal and communication skills
- Ability to manage competing demands in a fast-paced, multi-site environment
- Track record as a highly regarded contributor within a management team
- Ability to work with a diverse group of leaders and stakeholders with demonstrated success in moving key stakeholders to positive resolution
- Demonstrated behaviours supporting our Core Values of Respect, Trust and Collaboration
- Demonstrated participatory and values-based leadership and a proven track record for developing and sustaining healthy work environments, effective teams, and a performance driven culture
- Demonstrated ability to attend work on a regular basis

We foster a culture of patient and staff safety whereby all employees are guided by LHSC's Mission, Vision, Values and Code of Conduct. If interested in this leadership opportunity, please prepare your submission and forward to Melissa Dyer:

**Submission Requirements:**

- Cover Letter, Resume, Listing of Education, Credentials & Certifications

Melissa Dyer, Recruitment Advisor  
LHSC Human Resources  
Email: [melissa.dyer@lhsc.on.ca](mailto:melissa.dyer@lhsc.on.ca)