

**Posting Number:** 36103  
**Post:** December 5, 2012  
**Close:** Open Until Filled  
**Management**



**London Health Sciences Centre**

## **Coordinator, After Hours Clinical Operations Regular Full-time – 2 Positions Patient Centred Care**

New clinical leadership opportunities have been developed to add to the After Hours Coordinator coverage for LHSC. The added hours will include nights as well as extending coverage to include support for the programs of Women's & Children's and Mental Health. Shifts include: 1100 to 2300 and 2300 to 0700 Monday to Friday and 0700 to 1900, 1100 to 2300 and 2300 to 0700 on weekends.

Here's your opportunity to become one of the most visible, cross service- trained emerging leaders at LHSC! This role, which is similar to the historic 'nursing supervisor' role, has responsibility for after-hours clinical and operational activities including: supporting staff; assisting with disclosure and family issues; assisting with staff and patient safety issues; supporting emergency notification systems; responding to capacity/patient flow issues; and assisting with any unanticipated operational issue that must be managed during after hours. This role is supported in real time by on-site Security for emergency notifications, by Bed Management staff for patient flow operations and by on-call leaders for clinical and patient flow operational issues.

As a frontline clinical leader, you will regularly lead staff, assist and mentor teams to make high-quality patient care decisions and play an active role in patient care leadership across both LHSC sites and in the region. Reporting to the Manager, Patient Access and Flow, the Coordinator provides: key leadership and clinical support to nursing and non-nursing staff personnel; a highly visible presence across all nursing units; and ensure the Hospital's "Call to Action" objectives are met while creating an environment that supports the Mission, Vision and Values of the Hospital.

Applicants who possess the following critical competencies and qualifications are encouraged to apply.

### **Critical Management Competencies:**

- Impact and Influence
- Interpersonal Sensitivity
- Leadership Presence

### **Other Management Competencies:**

- Developing Others
- Holding Self & Others Accountable
- Business Acumen
- Visionary Leadership
- Strategic Orientation
- Service, Quality & Safety Orientation
- Results Orientation

### **Qualifications:**

- Successful completion of a recognized Baccalaureate Degree in Nursing (BScN) or equivalent acceptable to the Hospital (e.g. consideration given to working toward a degree combined with additional directly related experience)
- Current Certificate of Registration from the College of Nurses of Ontario (CNO); related post-graduate education preferred
- Minimum 3-5 years of recent direct patient care experience in an acute medical environment or hospital setting
- Minimum two (2) years experience in progressively more responsible leadership roles in a healthcare environment
- Fluent with computer systems such as email, word processing, spreadsheet applications, presentations, etc.
- Demonstrated behaviours supporting our Core Values of Respect, Trust and Collaboration
- Demonstrated knowledge of and commitment to patient and staff safety at LHSC
- Demonstrated experience with the principles and practice of Shared Leadership
- Knowledge and comprehensive understanding of patient registration and scheduling systems, staffing scheduling, workload measurement, budgets, labour relations and hospital operations preferred
- A proven track record of fostering collaborative partnerships in an interdisciplinary team & successful transition/change management
- Demonstrated commitment to the development of professional practice, mentorship, life-long learning and excellence in patient care
- Strong participatory leadership, team building and highly developed organizational skills
- Excellent and effective abilities in both oral and written communication skills, including strong negotiation and conflict resolution skills
- Highly developed critical thinking skills with an innovative approach to analyzing and solving problems
- Excellent problem solving, decision-making, planning and evaluation skills
- Recognition and understanding of Emotional Intelligence (EI) and how EI is applied in practical situations with the ability to assess emotional factors
- Demonstrated ability to effectively work with diversity, appreciating that different opinions, backgrounds and characteristics can bring richness to the challenge at hand
- 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 Julie Webster-Rogers.

### **Submission Requirements: (submit electronically)**

- Cover Letter, Resume, Listing of Education, Credentials & Certifications
- Written summary identifying how you demonstrate LHSC Core Values (less than 150 words)

Julie Webster-Rogers, Management Recruitment Consultant  
LHSC Human Resources

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