

**Posting Number: 35448**



**London Health Sciences Centre**

**Process Improvement Consultant: Regular Full-Time  
Quality and Patient Safety  
Victoria Hospital**

The successful incumbent will lead and manage the process improvement/lean aspects of corporate and multi-organizational projects ensuring measurable, sustainable results. The Process Improvement Consultant will help ensure the best practices of quality improvement/lean methodologies are continuously introduced, adopted and updated in order to drive hospital wide quality, patient safety, efficiency and effectiveness. In this role, the Consultant will educate, mentor and support the hospital departments in process improvement/lean principles and practices while establishing and cultivating relationships with internal and external stakeholders at all levels in order to establish the conditions for effective engagement to support the delivery of key strategic priorities. The incumbent will collaborate with multiple stakeholders, internal and external, to ensure outcomes are successfully achieved.

**Rate of Pay:** \$35.063/hour to \$43.830/hour  
**Hours of Work:** 37.5 hours per week

**QUALIFICATIONS:**

- Undergraduate Degree (Honours) in Health/Business Administration, Engineering or health related discipline or equivalent education and experience acceptable to the Hospital
- Formal Process Improvement training
- Lean Six Sigma (Black Belt) preferred
- Minimum two years previous related quality improvement experience preferably in a hospital/healthcare environment
- Previous related experience in practice and process improvement
- Advanced experience with flowcharting and office tools
- Advanced change management and facilitation skills including consensus building and problem solving
- Demonstrated risk management, negotiation, planning and evaluation skills
- Basic project management, financial management, resource planning and performance measurement skills
- Advanced interpersonal and communication skills, both written and verbal
- Demonstrated ability to balance multiple and competing priorities on a daily basis
- Demonstrated knowledge of and commitment to patient and staff safety at LHSC
- 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. As part of the assessment process applicants may be required to complete a written examination or test.

Please be advised that a reference check will be conducted as part of the selection process.

Your interest in this opportunity is appreciated. Only those applicants selected for an interview will be contacted. Successful candidates would be required to provide a satisfactory vulnerable sector police check (original document) completed in the last 4 months.

In order to be considered for this position, please submit a detailed resume to:

Betty Schoemaker, Recruitment Advisor  
Human Resources, 5th Floor PDC, University Hospital  
Fax Number: (519) 663-3889  
Email: Betty.Schoemaker@lhsc.on.ca