



Lead, Integrated Palliative Care Program – Job Posting

Mississauga Ontario Health Team (MOHT) has embarked on a journey to transform and integrate palliative care delivery in the community. With patients, caregivers and palliative partners including Home and Community Care, home care service providers, hospice, hospital, and local specialist physician teams, among others, a new integrated model of palliative care has been co-designed. The model builds on the Ontario Palliative Care Network Health Services Delivery Framework and integrates palliative care delivery. Implementation of the model will result in an integrated palliative care program within the Mississauga and South Etobicoke community. The Mississauga Health Integrated Palliative Care Program is governed through an integrated governance model with accountability to the OHT and Palliative Care Partners.

The Mississauga Ontario Health Team palliative program is being delivered through a partnership with all community palliative providers and with the Dorothy Ley Hospice and Hospice Mississauga taking a lead role in program implementation, management and delivery.

The Lead, Integrated Palliative Care Program, is a strategic and operational leadership role responsible for supporting the implementation, management and effective delivery of the program including all aspects of planning, human resource and financial management. The role will be accountable to Mississauga OHT leadership and Hospice leadership through a matrix reporting structure. Day to day reporting will be to the Executive Director of the Dorothy Ley Hospice who is the hiring organization.

Responsibilities:

Program Implementation

- A key support to the Co-Leads of the Mississauga Health Integrated Palliative Care Program in the implementation of the Integrated Palliative Care Program working collaboratively with palliative care service delivery partners, patients and caregivers.
- Facilitates the development of comprehensive implementation plans including change management plans and key performance measures to evaluate progress to ensure effective program management, compliance with funding requirements, and transparent communication throughout the implementation process.
- Utilizes funding effectively to support the objectives outlined in the implementation plan, focusing on project management, change management, communications, engagement, training, and quality improvement.

Program Leadership

- Provides leadership and oversight for the delivery of the integrated palliative care program ensuring that high standards of care are achieved
- Responsible for financial management including managing a budget, tracking financial performance and developing plans to manage variances
- Responsible for developing, implementing and managing all operational processes, procedures and policies necessary for effective and high-quality program delivery
- Supervises and directs program staff to achieve the goals and objectives of the program
- Responsible for ensuring data collection, analysis for reporting, quality assurance, performance management and evaluation.
- Facilitates the development and management of the quality and risk management program for integrated program delivery including a patient complaints management process

Partnership and Collaboration

- Manages relationships with partners including Home and Community Care Support Services and the lead Home Care Service Provider to ensure effective delivery of the integrated palliative care program
- Contributes as required with local, regional and provincial partners and other OHTs to contribute to system level palliative care improvement
- Participate in evaluations led by Ontario Health and the Health System Performance Network (HSPN) to collect data and assess outcomes of implemented changes.
- Facilitates required reporting for the OHT by completing reporting and progress reports.

Program Governance

- Ensures effective governance of the Integrated Palliative Care Program as the key support to co-chairs of the OHT Palliative Care Planning Table.
- Responsible for the integrated leadership and management tables and bringing partners together to provide oversight, day-to-day management and ongoing improvement of the program.

Overview of Role Requirements

- Master's degree in health care administration, health discipline or business administration is preferred.
- Minimum of 5 years in progressive operational management roles in a health care setting with at least three years of experience in palliative care.
- Experience in Home and Community Care, Integrated Care and program development is an asset.
- Experience bringing partners together to advance strategic and collaborative initiatives./
- Demonstrated knowledge and understanding of program development/ evaluation, implementation and management concepts to facilitate high quality program delivery
- Demonstrated ability to develop and implement processes / systems to ensure effective and efficient program management infrastructure.

- Demonstrated leadership in continuous improvement, and in achieving operational excellence and fiscal management across the portfolio. Lean experience and certification are an asset.
- Demonstrated values-based leadership competencies.
- Demonstrated experience in promoting a culture of learning, innovation, change and accountability within.
- Demonstrated skill level in collaboration, negotiation, conflict resolution, human and financial management.
- Demonstrated interpersonal skills and ability to establish positive working relationships with physicians, community partners, patients and caregivers and service providers.

Employment Details

- Full-time contract 2 years
- Hybrid work environment
- Competitive Compensation and Benefits

How to Apply:

Interested candidates should submit in electronic format a covering letter and their resume, to Human Resources at Dorothy Ley Hospice hr@dlhospice.org. We appreciate all applications received; however, only those candidates selected for an interview will be contacted.

The Dorothy Ley Hospice is committed to building an inclusive environment and will provide accommodations in accordance with the AODA – Accessibility for Ontarians with Disabilities Act. Please indicate in your application any accommodations you will require throughout the recruitment process. Alternatively, please contact Gary Martini-Wong at 416-626-0116 extension 226.