

Job Posting: **Implementation Lead, Essential Care Partner Support Hub**

Multiple positions available: Working knowledge of Acute or Long Term Care Sectors
One year contract with possible extension
Work from home-based office in Ontario, travel is required with frequent meetings in Toronto
Deadline – March 7, 2023

The Ontario Caregiver Organization (OCO) exists to improve the lives of Ontario's estimated 4 million caregivers; ordinary people who provide physical and/ or emotional support to a family member, partner, friend, or neighbour. OCO provides caregivers with one point of access to information, services and supports that empower and help enable caregivers to be successful in their role. Where gaps exist in caregiver programs and services, OCO partners with caregivers, health care providers and other organizations to find new and innovative ways to bridge those gaps so all caregivers, regardless of age, condition or geographic location have access to the help they need. **Come join our growing team!**

This role represents an exciting opportunity to be part of a new team that aims to have a big impact on the caregiver experience in Ontario. The Essential Care Partner Support Hub is an OCO-led team and initiative dedicated to growing system and organizational capacity to implement essential caregiver (care partner) programs and leading practices across the healthcare system in Ontario, with an early focus on hospitals and long-term care.

Reporting to the Manager, Essential Care Partner Support Hub, the Implementation Lead will be part of a team that will drive transformative change in how caregivers are recognized, supported and included as part of the care team in health care settings across Ontario. The Implementation Lead is responsible for maximizing uptake and supporting the successful implementation of Essential Care Partner programs, policies and leading practices within assigned sectors/organizations, with an initial focus on hospitals and long-term care.

The successful candidate will thrive in a fast-paced environment with a focus on creativity, teamwork and action. They will excel at making new connections, gaining buy-in, building meaningful partnerships, and achieving results.

Key Responsibilities:

- Conduct direct outreach and engagement with organizations to increase recognition of the essential role of caregivers and need for caregiver inclusion, with a focus on hospitals and/or long-term care homes
- Provide coaching and guidance to assigned organizations regarding the implementation of essential care partner programs, policies and leading practices
- Collaborate with organizations and caregivers on solutions to implementation barriers or risks
- Identify, develop, and share resources, tools and adaptable templates to facilitate the implementation and quality improvement of essential care partner programs, policies and practices
- Develop targeted communications, including presentations, briefing notes and proposals
- Build key relationships and collaborations to support province-wide and cross-sector growth of essential care partner programs

- Support knowledge exchange and provider education initiatives
- Identify and develop strategies to address organizational and health system needs and knowledge gaps
- Engage organizations and individuals to act as champions for the initiative
- Facilitate collaboration across organizations to address gaps, spread leading practices, and minimize duplication
- Facilitate workshops and working groups with caregivers and partnered organizations
- Facilitate and participate in meetings, presentations, events, and webinars to promote cross-sector collaboration
- Represent the OCO at consultation tables, networks and meetings
- Contribute content to web-based hub to enable easy access to resources
- Complete data management and reporting requirements for organizational relationships
- Participate in evaluation activities
- Gather data for internal and external reporting and tracking purposes
- Contribute to reporting on a scheduled and as-needed basis
- Other duties as assigned

Qualifications:

- Minimum 7 years of relevant work experience
- Experience working within the health care sector (ideally including experience working with or within a hospital and/or long-term care home)
- Knowledge of the Ontario health care system and how it is evolving
- Proven ability to secure buy-in and inspire change
- High comfort level and confidence working with a diverse range of communities, stakeholders, and decision-makers
- Goal-oriented, with a track record of delivering measurable impact and results
- Self-starter and innovative thinker with strong problem-solving skills
- Exceptional communication skills, both written and verbal
- Experience working in a coaching or consultative capacity is an asset
- Excel at facilitation of workshops, focus groups, network meetings and outreach
- Experience involving the engagement of people with lived experience, ideally including co-design of initiatives or resources is an asset
- Knowledge of caregiver needs, the role of caregivers in the health care system, and/or experience as a caregiver is an asset
- Knowledge and experience in person-centred care, client/patient/resident/care partner relations and/or engagement strategies is an asset
- Knowledge of quality improvement and/or change management principles is an asset
- Ability to navigate from strategic thinking to “roll up your sleeves” implementation
- Ability to develop and deliver action plans with clear goals and timelines
- Compassionate style and good listening skills
- Proven adaptability and positivity in a growing, fast-paced environments
- Ability to foster relationships with professionalism, diplomacy and trust
- Highly proficient MS Office skills
- Ability to work from home office (or combination of home and OCO’s Toronto office) and travel across Ontario, including frequent meetings in Toronto
- Ability to speak and write in French is an asset

Education:

- Completion of a relevant post-secondary university degree

We invite qualified applicants to submit a cover letter and resume to OCORecruit@ontariocaregiver.ca and please note posting will close **4:00 pm on March 7, 2023**. **Please quote the title Application: Implementation Lead, Essential Care Partner Support Hub in the subject line of your email.**

We thank all applicants for their interest; we will contact only those applicants selected for further consideration. Applications will be reviewed on an ongoing basis, and therefore early submission is encouraged.

OCO is an equal opportunity organization, committed to increasing diversity and inclusion in today's workforce. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status. We encourage applications from people representing all communities including persons with disabilities, Black, Indigenous, racialized people, individuals from LGBTQ2S+ communities and others who reflect the diversity of our province. We are committed to an inclusive, barrier-free recruitment, selection process and work environment in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). We are happy to work with applicants requesting accommodation at any stage of the hiring process.

