

Job Posting: Knowledge Exchange Lead, Essential Care Partner Support Hub

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.

Reporting to the Manager, Essential Care Partner Support Hub, the Knowledge Exchange 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 Knowledge Exchange Lead is responsible for activities that translate knowledge to action and mobilize organizations (initially hospitals and long-term care homes) to successfully implement Essential Care Partner programs, policies and leading practices.

The successful candidate will thrive in a fast-paced environment with a focus on creativity, teamwork and action. They will excel at creating clear and simple communication, working collaboratively with team members and partners, facilitating on-line and in-person sessions, and developing useful tools and knowledge exchange events.

Key Responsibilities:

- Develop and execute knowledge dissemination and mobilization plans using a range of proven methods and emerging best practices
- Design, organize, and facilitate essential care partner knowledge exchange events such as conferences, webinars, community forums, provider education activities and other engagement activities
- Evaluate knowledge mobilization activities and knowledge exchange events and identify areas for improvement, innovation and collaboration
- Develop, or inform the development of, knowledge products such as e-learning courses, fact sheets, blog posts, and webinars using feedback from partners
- Identify, develop, and share resources, tools and adaptable templates to facilitate the implementation of essential care partner programs
- Use evidence to inform program excellence, advance impact evaluation and build support for essential care partner programs and leading practices

- Contribute to project evaluation and carry-out evaluation activities
- Gather data for internal and external reporting and tracking purposes
- Contribute to reporting on a scheduled and as-needed basis
- Develop targeted communications, including presentations, briefing notes and proposals
- Develop content for web-based hub to enable easy access to resources
- 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 OCO in front of large/senior audiences, including presentations and meeting facilitation
- Represent the OCO at consultation tables, networks and meetings
- Other duties as assigned

Qualifications:

- Minimum 7 years of relevant work experience
- Experience working within the health care, social services, or non-profit sector and knowledge of the Ontario health care system and how it is evolving
- Possess an excellent understanding of all aspects of knowledge transfer and exchange (KTE) and/or knowledge mobilization (KMb), ideally with certificate training and/or experience in a knowledge exchange or knowledge mobilization role in a healthcare environment
- Solid understanding of approaches to accessibility, adult learning principles, and/or communications
- Experience developing materials for healthcare audiences and/or developing training materials for client care transformation initiatives is an asset
- High comfort level and confidence working with a diverse range of communities, stakeholders, and decision-makers
- Ability to develop and deliver action plans with clear goals and timelines
- 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
- Knowledge of caregiver needs, the role of caregivers in the health care system, and/or experience as a caregiver is an asset
- Knowledge of person-centred care, client/patient/resident/care partner engagement strategies is an asset
- Understanding or experience with program evaluation is an asset
- Flexible team player able to work both independently and collaboratively
- Compassionate style and good listening skills
- Self-starter and innovative thinker with strong problem-solving skills
- Exceptional communication skills, both written and verbal
- Highly organized with the ability to prioritize and meet deadlines, balance a number of tasks and be extremely detailed oriented
- 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:

- Relevant post-secondary degree
- Education in health care, adult education, instructional design, or knowledge translation is an asset

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: Knowledge Exchange 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.