



## Senior Director, Client Services Leadership – Excellence – Collaboration

**Community Care Access Centres (CCACs)** are healthcare agencies dedicated to supporting and enhancing the quality of life, independence, health and well-being of individuals in the communities they serve by offering a single point of access to government-funded home and community services. CCAC staff assist their clients in planning and making informed choices about health care options. They work in partnership with clients, families, care providers, hospitals, physicians, long-term care homes, community support service agencies and others to ensure that the right care is available at the right time and place.

Recent legislative changes in Ontario have further enabled the CCACs to expand their role as a systems navigator, leveraging their expertise in case management to improve client service and health system efficiency. These amendments will enable innovation at the local level by LHINs, CCACs and health service associates.

Recruitment has recently been initiated for a **Senior Director of Client Services** to join the executive leadership team at the Erie St. Clair CCAC, head office located in Chatham, Ontario. The successful candidate will have proven leadership experience in a Healthcare Services environment, an exceptional ability to work in partnership with internal and external stakeholders and to facilitate change initiatives in order to meet evolving healthcare needs while maintaining operational excellence in a fiscally accountable fashion. As a member of the executive leadership team, you will model the way for shared vision, systems thinking and team learning while fostering a climate of openness, engagement and mutual respect. In simple terms, you will have the unique ability to inspire our team to new levels of innovation and excellence.

If the above describes you and you have a reputation for building strong and engaged teams capable of challenging the status quo and delivering results, we invite you to read further.

## Your Opportunity to Make a Difference

Reporting to the Chief Executive Officer and as a senior member of the CCAC executive leadership team, the Senior Director of Client Services' agenda includes:

- Leading strategic planning and delivery of client services (programs, population-based and geographic) which includes accountability for building and maintaining relationships with contracted service providers
- Creating strategic partnerships with the LHIN and other organizations within the LHIN, achieving strategic and annual performance objectives and seamlessly developing and integrating new programs and services

## Initial Challenges

- To “listen and learn” and to quickly understand the service delivery needs of our clients, business partners and team
- To foster a climate of openness, engagement and mutual respect in order to gain trust, build relationships and collaborate effectively with our business partners, clients and staff
- To quickly “take stock” of key plans and initiatives currently underway and to recognize that the ability to “take action” will be critical to acceptance by stakeholders

## Year One Objectives

You will have made significant inroads towards building a strong leadership and supervisory capacity in our Client Services organization that is open, transparent and capable of inspiring our team to:

- Embrace new approaches and ideas - including a new model for client services
- Generate excitement, participation and make measurable progress for initiatives critical to the success of our CCAC and our business partners
- Continue to build a solid reputation with our business partners, the public and the community

## Long Term Objectives

You will have:

- Proven yourself as a key contributing member of a fully engaged leadership team with shared leadership vision and values
- Made significant and measurable progress in a fiscally accountable fashion against operational business plans and priority initiatives. In addition you will have led the process of achieving Accreditation
- Created and will foster a culture of openness, engagement and mutual respect where staff are inspired and where we continue to develop quality relationships with our co-workers and our clients

**On a day-to-day basis key responsibilities can be broken into three areas** and will include:

### Leadership:

- Providing leadership, guidance and support to the CCAC and the Client Service Team including issues resolution
- Achieving & maintaining maximum integration of activities across the organization
- Researching and promoting leading practices and advising the executive team on changes and the impact of changes in client service delivery
- Leading the organization and business transition of the team to CCAC’s enhanced role of improved capacity

### Relationship Management:

- Establishing community partnerships and seeking opportunities for collaboration and joint planning, linking CCAC initiatives with programs from other LHIN partners for comprehensive service provision
- Assisting the Chief Executive Officer with stakeholder relations and public awareness responsibilities and participating in Board of Director meetings and a variety of community and/or professional committees and work teams
- Providing input into the procurement process and providing leadership in the fair selection of providers consistent with established policy and CCAC service delivery needs
- Accountability for various working relationships with contracted service providers, professional bodies, LHIN, MOHLTC, elected officials and other stakeholders in the provision of client care

### Planning Delivery and Execution:

- Leading (with the executive leadership team) the development of strategic and operational client service plans and sets objectives and performance targets for client service delivery (i.e. new program development)
- Implementing, monitoring and evaluating annual objectives and short and long term strategic and operational plans for client services
- Monitoring community needs, service changes, client satisfaction, and caseload size to ensure that services are responsive to community needs and taking action to improve operations for future client service needs
- Accountability for client service financial objectives and taking corrective action as necessary
- Championing continuous improvement within client service and providing direction in the development of CCAC policies, procedures, systems and tools to improve service delivery

## Your Professional Qualifications

You are an experience and seasoned executive and your profile will include:

- **Leadership:** Exceptional leadership skills and ability to build and maintain effective relationships with healthcare providers and community organizations
- **Strategic Orientation:** Ability to build multi-year strategic plans that align with the LHIN's and Ministry's healthcare agenda
- **Client Services/Healthcare:** Expert understanding of all aspects of client service delivery and the health care funding process
- **Partnership Development:** Significant experience in a client services healthcare role with demonstrated experience in strategic leadership positions involving business and partnership development
- **Team Building:** You have exceptional abilities at mentoring and engaging others, empowering your team and inspiring them to excellence
- **Relationship Management:** Exceptional relationship management, facilitation, negotiation and problem solving skills

- **Diversity within Community:** Knowledge and/or experience working with diverse communities
- **Continuous Quality Improvement:** Knowledge of continuous quality improvement principles and practices
- **Communication:** Superior communication and presentation skills including the ability to communicate effectively at all levels
- **Education:** Graduate degree in clinical or professional health services or equivalent experience

## Location and Travel

This position is located in Chatham at the Erie St. Clair CCAC headquarters. Travel is required within the surrounding Erie St. Clair region (Chatham-Kent; Windsor- Essex; Sarnia-Lambton) and to other parts of Ontario, primarily Toronto.

## How to be Considered for this Opportunity

To explore this opportunity in detail and to apply online, please click on the following link or paste it into your web browser <http://206.130.11.127/ApplicationFormNewGeneral.asp?WebJobPostingsID=420>. You may also view this and other opportunities by visiting us at [www.bridgespan.ca](http://www.bridgespan.ca).

If you wish to speak with a Recruitment Consultant in person, please contact Jon Stungevicius at 416-214-9233. We thank all applicants for their interest; however only those candidates selected for an interview will be contacted.