

Services de santé de Chapleau Health Services is currently seeking qualified candidates for the following position:

FULL TIME MANAGER, PATIENT EXPERIENCE

Salary Grid Range \$85,800-\$92,878

Summary of Position

The Manager, Patient Experience is responsible for leading an environment and culture that strengthens quality improvement (QI), innovation, risk management and performance outcomes. The Manager will champion and implement strategies to build continuous quality improvement capacity across the organization and will provide leadership to the hospital's Accreditation processes, annual Quality Improvement Plans, and incident management portfolio. This position will contribute to organizational initiatives related to SSCHS's vision, purpose and strategic initiatives lead the advancement of patient relations/experience strategy and administer the enterprise risk management program. The Manager will manage the reception and health records teams and will also be the Privacy Officer.

Qualifications

- A baccalaureate degree required in health, social sciences, business, or related field.
- Management, business, administration, or policy training
- Required knowledge/experience – Multiple years of supervisory experience.
- Leadership and management experience required
- Language skills - English and/or French. Bilingual preferred
- Excellent communication and problem solving skills with an ability to work independently with limited supervision.
- Strong negotiation, coaching, and conflict management skills.
- Experience in managing schedules, absenteeism, employee performance, and hiring process.
- Competent in coaching, mentoring, and conflict resolution
- Demonstrated organizational and time management skills.

Interested applicants may submit resumes to:

Human Resources
Services de santé de Chapleau Health Services
6 Broomhead Road, P.O. Box 757
Chapleau, Ontario P0M 1K0
Tel: (705) 864-1520 ext.3061, Email: chapleauhr@sschs.ca

We thank all applicants for their interest, but only those selected for an interview will be contacted. All applications will be held strictly confidential.

Please advise Human Resources if you require accommodation in accordance with the Human Rights Code or the Accessibility for Ontarians with Disabilities Act in order to properly participate.

