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OPPORTUNITY PROFILE

Manager, Clinical Services—Perioperative Services



Saskatchewan
Health Authority

About the Saskatchewan Health Authority

WWW.SASKHEALTHAUTHORITY.CA

The Saskatchewan Health Authority is the largest employer in Saskatchewan, with a budget of over \$4.6 billion, employing approximately 45,000 staff and is responsible for the delivery of health care to the province.

The Saskatchewan Health Authority's infrastructure and services consist of:

- 64 hospitals with 2,500 acute care patient beds
- Approximately 9,000 long-term care beds
- Provincially coordinated quality, patient-centred care services, such as acute hospital-based care, long-term care, mental health and addiction services, primary health care, public health and many other community-based clinical programs designed to promote and maintain the health of the population

Philosophy of Care

Our commitment to a philosophy of Patient and Family Centred Care is at the heart of everything we do and is the foundation for our values. This philosophy of care is, in essence, our culture – who we are, the shared purpose that brings us all together and how our patients and families experience care every day. Through meaningful engagement and co-creating mutually beneficial partnerships among employees, physicians, patients, families, clients and residents, together we ensure a seamless health system that supports Healthy People, Healthy Saskatchewan.

Vision

Healthy People, Healthy Saskatchewan

Mission

We work together to improve health and well-being. Every day. For everyone.

All figures are annual and current as of March 31, 2023 unless otherwise noted.



*Money raised by the 32 members of the Network of Saskatchewan Hospital and Health Care Foundations in the past three years.



The Location North Battleford, Saskatchewan

WWW.CITYOFNB.CA

Living in North Battleford

North Battleford is the young and growing hub of north-west Saskatchewan. Located in Treaty 6 Territory and in the heartland of the Métis, the city of North Battleford is a vibrant community that draws visitors, shoppers, and facility users from all over northwest Saskatchewan. We are home to thriving local businesses and world-class recreational amenities.

We are the hub of northwest Saskatchewan. North Battleford is situated in an outdoor recreation enthusiast's paradise and is close to Saskatchewan's premiere Ski Hill [Table Mountain](#), [Battlefords Provincial Park](#), with incredible lakes within driving distance.

The “8-minute Commute”

A perk of living in North Battleford that is sometimes overlooked is the maximum “8-minute commute” that those living and working in the community enjoy daily. There is plenty of time to go home for lunch, run and pick up the kids from school, or to take the dog for a quick walk on your lunch break. While enjoying all the amenities of city life, residents are still able to maximize their time each day and spend less time commuting and more time where it counts – at home.

Year-Round Recreation & Culture

Being in the centre of lake country has its benefits, you can pick up everything you need and be at the lake in 20 minutes for some rest and relaxation. We are home to incredible recreational facilities that draw users from all over the province. See what we have and start your next visit to North Battleford.

Explore our [Parks and Recreation](#) spaces.

The Opportunity

The **Manager, Clinical Services—Perioperative Services** (aka the Manager) is a key leader in Saskatchewan health care, partnering with system leaders to achieve our province's healthcare goals. Reporting to the Director of Acute Care, the Manager is responsible for creating operational lines of sight that connect to the goals and objectives of the SHA. The Manager supports strategy through the development and execution of operational and business plans, including cascading, monitoring, reporting, and course correction. The Manager demonstrates strong leadership to enable an innovative and positive working climate and a client-centric culture. The Manager must work cross-functionally within the portfolio and across the organization to support operations. The Manager will develop partnerships and work closely with system and community partners.

The Manager will provide clinical leadership support to all patients and their care. The Manager plays an integral role in the coordination of service from a multidisciplinary team approach to care and supports the continuation of care. The Manager works closely with physician co-leads to support the coordination of team-based care. The Manager is required to develop collaborative partnerships with staff at all levels of the organization, as well as other managers, physicians, and care providers across SHA, to ensure coordinated, evidence-based care throughout the patient's journey.

They will also develop partnerships with community groups, agencies, educational institutions, and external stakeholders.

The Manager is responsible to participate in various committees based on program, operational and/or organizational needs. The manager provides expert opinions and advises on matters affecting the delivery of patient care. This may include, but not limited to: Occupational Health and Safety, Professional Practice, Quality Improvement/Accreditation, Strategic Planning, Operational & Capital Budget Planning.

Major Challenges:

- Demands frequent triaging of priorities and quick decision-making while meeting demands of multiple stakeholders such as physicians, staff, patients and families in a fast-paced multi-service environment.
- The position demands proactive interventions varying from simple to complex, sometimes with limited information, short timelines, and unpredictable outcomes.
- Managing flow requires constant priority and decision-making regarding patient placement and resource allocation to ensure care for both emergent and planned patients while still supporting overall system flow.
- Setting and monitoring practice standards of care for the unit/program and overall care, supporting a diverse population of patients within budget to meet public/patient expectations.
- Supporting quality and safety initiatives that align with SHA strategic priorities while supporting the administrative duties of daily operations.
- The manager is expected to meet deadlines which may exceed the usual work week of 37.5 hrs/wk.

Key Roles & Responsibilities

Accountability and responsibility, including but not limited to strategic advisement and operational decision-making, for the following portfolio functions:

- Leads the development of appropriate unit quality indicators and outcome targets that align with the overall strategic direction of the program in consultation with other stakeholders.
- Responsible for developing, coordinating and delivering unit/ program orientation and ongoing education to support standards of care.
- Tracks, monitors and maintains unit-specific equipment and participates in developing proposals for future clinical equipment needs.
- Establishes and monitors standards of nursing care accepted by professional associations and bodies that accredit facilities and programs.
- Determines the appropriate staff level and mix for the unit, sets performance expectations with individual staff members, and identifies short—and long-term goals related to the Medicine standards of care.
- Facilitates the coordination of an interdisciplinary team approach, including patients, families, and other care providers, to ensure seamless, safe transitions of care between acute, community, and rural settings throughout Saskatchewan.
- Partners with educational institutions to ensure adherence to policy, safety, and practice standards and to support the education of healthcare students within the unit.
- Responsible for participating in an on-call rotation.
- Monitors and communicates service operations, developments, initiatives and disruptions related to patient care and have an effective communication strategy specific to their area of responsibility.
- Accountable for planning, organizing, implementing, monitoring, evaluating and reporting position responsibilities, including course correction as necessary.
- Creating an operational line of sight to connect SHA's goals and objectives and draw on relevant information to identify trends and potential outcomes.
- Develops strategies and tactics to effectively and efficiently support and achieve the portfolio's strategic initiatives and the Saskatchewan Health Authority's strategic plan.
- Develops and implements operational plans for programs and services to achieve business and operational objectives.
- Responsible for developing and managing portfolio budgets.
- Serves as a key advisor on portfolio functions and issues, working directly with the Director of Acute Care on management and organizational issues.

- Establishes and manages relationships, partnerships and alliances that support strong engagement and cross-functional management throughout the organization.
- Responsible for developing and leading a strong, highly skilled and engaged team through effective organization and strong interpersonal skills that will meet the needs of the Saskatchewan Health Authority.
- Leads collaboratively in a unionized environment, including respecting and working within the terms and conditions of collective agreements.
- Direct staff supervision, including hiring, orientation, performance evaluation, development planning, discipline and dismissal.

In delivering on these accountabilities, the Manager will:

- Be a champion of patient and family-centred care.
- Be sensitive and attuned to stakeholder and community processes and needs, including but not limited to government processes.
- Ensure the portfolio complies with relevant legislation and other directives of the Saskatchewan Health Authority.
- Have strong interpersonal and people management skills and a demonstrated ability to lead and motivate a team to accomplish goals.
- Champion the Saskatchewan Health Authority brand and reputation to build and promote trust and confidence.
- Ensure safety is embedded through the organization to develop a culture of safety and achieve zero harm.
- Motivate and champion quality improvement through active engagement, coaching, measurement and accountability.
- Understand the labour environment and bargaining.
- Foster a positive, engaged learning culture.
- Coach, mentor and develop others.
- Commit to a diverse, culturally competent, culturally safe health system and representative workforce.
- Champion healthcare sustainability by encouraging and embracing innovation, best practices and collaboration.
- Work with others to enhance the Saskatchewan Health Authority's reputation for excellence in care, research and education, including promoting healthy lifestyles.

The Person

Qualifications & Education Requirements

- Undergraduate degree or diploma in nursing or other allied health profession or equivalent combination of education and experience.
- Perioperative experience and training including recent work in an Operating Room is preferred.
- Knowledge of medical device reprocessing standards and processes is preferred.
- Licensed in good standing with professional association and/or regulatory body, if applicable.
- Experience, at an operational level, as a leader who has developed and led innovative planning and programs in a complex, multi-stakeholder environment.
- 5+ years of experience in healthcare leadership preferred.

Knowledge, Skills & Abilities

- Knowledge of legislation and applicable laws
- Knowledge of the healthcare system in Saskatchewan
- Has demonstrated ability to coach and develop others
- Has demonstrated strong interpersonal and communication skills
- Has demonstrated strong critical thinking, financial and analytical skills
- Exemplifies ethical practices, professionalism and personal integrity
- Ability to adapt to change or unexpected developments
- Ability to integrate clinical knowledge and experience into activities to enhance clinical practice
- Demonstrated computer proficiency
- Basic knowledge of the LEAN management system
- A knowledge of Human Resources programs and systems
- Promotes innovation, guides change and is committed to continuous improvement
- Has a proven ability to collaborate and partner with a wide variety of stakeholders, including the community, to balance the needs and interests of these diverse groups while maintaining alignment with strategic priorities
- Demonstrates commitment to a diverse, culturally competent and culturally safe health system and representative workforce
- Demonstrates and is recognized for strategic and operational leadership that includes articulation of mission, vision and strategy and charts a path forward

- Mobilizes people, inspires and leads by example
- Is committed to delivering patient and family-centred care
- Is committed to quality, safety and continuous improvement, striving towards zero harm
- Knowledge of First Nations and Métis History in Saskatchewan, along with an understanding of the Truth and Reconciliation Commission Calls to Action

Core Capabilities

Integrity: Apply “lessons learned” to strengthen self-awareness. Truthful, honest and tendency to translate words into actions. Follow through on commitments. Ability to be consistent in both words and actions- what you say and what you do.

Emotional Intelligence: Ability to monitor their own and others' emotions, discriminate among them, and use this information to guide thoughts and actions. Demonstrates an understanding of own strengths and leadership style and its impact on others. Surround themselves with employees/teams who possess different strengths than themselves. Identifies personal and professional goals with clear objectives, milestones and timelines. Participates in educational opportunities that facilitate personal and professional growth. Participates in challenging work-related activities that may result in growth opportunities.

Resilience: Confidence, longevity, flexibility, strength of conviction, consistency, keeping perspective, and optimism. Admits when they have made a mistake. Actively learns from their own and others' mistakes. Makes decisions based on organization and professional goals and values. Demonstrates effective workflow management.

People Leadership and Leader Presence: Inspire, motivate, and empower people to deliver operational goals and value back to patients/clients, employees/teams and physicians. Coach, mentor, and manage employee/team performance and development. Engage and delegate employee/team in projects that challenge their skills and abilities. Ensure policies and standard work are adhered to. Prioritize the necessary resources and support for the employee/team to succeed. Celebrate employee/team successes. Collaborate with core/cross-functional teams to align goals and objectives with organizational strategy.

Communication: Create an operational line of sight to connect to the goals and objectives of SHA. Set realistic performance goals and establish clear service expectations and outcomes based on organizational strategy. Draw on relevant information to identify trends and potential outcomes. Actively involve others in the direction-setting process.

Financial Acumen: Maintain and apply a broad understanding of financial management principles to ensure fiscally sound decisions. Demonstrate fiscal responsibility in balancing priorities, safety, and resource management (patients/clients, employees/team, finances, and technology). Practice daily financial management and utilize data-driven decision-making to work within budget. Make adjustments to work practices, as necessary, to align with organizational goals.

Accountability and Risk Management: Develop a clear individual and team performance plan that outlines the measurable outcomes, key actions, responsibilities and expected timelines for completion. Ability to identify, assess and mitigate the degree of risk in plans or actions. Practice daily visual management. Be

transparent and have the courage to speak up. Hold self and others accountable to achieve results and take corrective action where required.

Building Organizational Community: Operate cross-functionally to foster a culture of collective leadership. View diversity as an opportunity and create an environment where a diverse and inclusive workforce can thrive. Seek and implement new ideas and approaches to improve existing practice. Strengthen relationships and partnerships by engaging patients/clients, employees/teams, physicians, community and stakeholders. Tacit and explicit knowledge of the healthcare environment, including complexities and challenges. Demonstrate an awareness of the ‘key players’ influencing a given situation, as well as their vested interests and competing priorities. Build internal connections between different work units to share expertise.

Commitment to Those We Serve: Build partnerships by engaging patients/clients, employees/team, and others in service improvement. Prioritize and act on the needs of both internal and external clients.

Change Leadership: Empower, support and inspire people through change. Model and encourage resilience and leadership agility. Identify the root cause rather than focusing on the symptoms. Utilize existing organizational knowledge and experience to uncover lessons learned. Approach problems as opportunities for system process improvement. Encourage calculated risk-taking. Celebrate success that comes from creative ideas. Be courageous, embrace and lean into resistance. Maintain open communication throughout the change process.

Continuous Improvement: Approach all situations with a learning attitude and growth mindset. Foster creativity and innovation; think beyond the confines of traditional models to recognize opportunities and find new and better ways of doing things. Engage teams and system partners to build and enhance the culture of continuous improvement. Adopt the continuous improvement philosophy, methods, and tools. Motivate, champion and coach quality improvement through active engagement, coaching, measurement, accountability and daily improvement.

Compensation

A competitive compensation package, including an attractive base salary and excellent benefits, will be provided. Further details will be discussed in a personal interview.

Express Your Interest

Leaders International values diversity, equity, and inclusion in all aspects of its operations. Candidates are invited to contact us directly with any accommodation requests.

To apply, please email a cover letter and resume (PDF or Word document only) to **Anurag Shourie, Wendy Romanko or Jessica Park** at edmonton@leadersinternational.com, indicating the job title in the subject line.

Leaders International Executive Search

www.leadersinternational.com