**POSTE AFFICHÉ À L’EXTERNE**

La succursale d’Ottawa de l’Association canadienne pour la santé mentale (ACSM Ottawa) est une organisation communautaire indépendante à but non lucratif qui soutient des personnes de la région d’Ottawa ayant des maladies mentales graves et persistantes et/ou des troubles de toxicomanie, dont de nombreuses personnes sans abri ou logées de façon précaire. Nous nous consacrons à promouvoir une bonne santé mentale, à élaborer et mettre en œuvre des réseaux et des services de soutien durables ainsi qu’à encourager l’action publique en vue d’améliorer les services de santé mentale et les politiques et la législation connexes à l’échelle communautaire.

**L’ACSM accepte actuellement les candidatures pour le poste suivant :**

**Directeur, directrice, Gestion des risques cliniques**

**Poste permanent**

**Poste non syndiqué**

**Type de poste :** **Permanent à temps plein**

**Début : DQP**

**Horaire de travail :** 35 heures par semaine, du lundi au vendredi de 8 h 30 à 16 h 30

**Salaire :** 109 782 $ à 128 983 $ par année

**RÉSUMÉ DU POSTE**

Le directeur ou la directrice, Gestion des risques cliniques élabore, coordonne, exécute et évalue une stratégie intégrée axée sur la sécurité du client pour la gestion des risques cliniques et le rendement organisationnel ainsi que l’ensemble des structures, politiques, procédures et processus à l’appui. Le ou la titulaire du poste doit travailler en collaboration à améliorer et renforcer la capacité organisationnelle afin de soutenir efficacement une culture d’apprentissage et d’amélioration continue, de cerner et d’éliminer les problèmes cliniques liés à la sécurité, au risque et au rendement, dans le but de rendre l’organisation plus consciente des risques et d’éliminer les risques prévisibles dans la prestation des services et du soutien aux clients. Ce faisant, le directeur ou la directrice, Gestion des risques cliniques démontre une profonde compréhension de son rôle dans la promotion et le soutien actifs de l’engagement et des soins axés sur le client et la famille dans toutes les actions, les décisions et les activités de l’organisation.

**Veuillez consulter la description du poste pour la liste complète des tâches et responsabilités. (En anglais seulement)**

**Compétences minimales recherchées**

**Formation :** Diplôme de maîtrise dans un domaine d’études pertinent tel que l’administration des services de santé, la psychologie, les soins infirmiers, le travail social, la santé de la population, la santé publique ou la gestion des risques cliniques, ou combinaison équivalente de formation et d’expérience. Autorisation d’exercer une profession de la santé réglementée.

**Expérience :** De 7 à 10 ans minimum d’expérience progressive dans un rôle de direction dans le secteur de la santé et des services sociaux, notamment en direction de programmes de sécurité clinique ou client et de gestion des risques. Expérience en gestion de multiples projets concurrents à grande échelle. Expérience en direction et en exécution efficace de processus de gestion du changement.

**Langue :** Maîtrise de l’anglais, une exigence. Bilinguisme (français et anglais), de préférence.

**Déplacements :** Il s’agit d’un rôle en présentiel, et le ou la titulaire doit avoir un moyen de transport fiable pour se rendre au travail.

**Compétences souhaitables**

Expérience dans un milieu de travail syndiqué. Expérience dans le secteur des organismes sociaux à but non lucratif.

**Date limite pour postuler** : 22 novembre 2024

Veuillez transmettre votre curriculum vitæ à l’équipe du **Recrutement à** [**recruitment@cmhaottawa.ca**](mailto:recruitment@cmhaottawa.ca)**.**

*L’Association canadienne pour la santé mentale (ACSM) est engagée envers l’élaboration et la mise en place de processus de sélection et d’environnements de travail inclusifs et sans obstacle. L’ACSM fait la promotion des principes de diversité et d’inclusion et adhère aux dispositions de la Loi canadienne sur les droits de la personne et du Code des droits de la personne de l’Ontario. Nous encourageons les femmes, les peuples autochtones et les personnes de toutes races, origines ethniques, religions, capacités, orientations sexuelles et identités et expressions de genre à postuler. Si votre candidature est sélectionnée dans le cadre de cet affichage de poste, veuillez nous informer de toute mesure d’adaptation requise pour le processus d’entrevue.*

Les personnes candidates qui reçoivent une offre d’emploi conditionnelle doivent fournir une attestation de vérification du casier judiciaire, une preuve de scolarité et une preuve de vaccination contre la COVID-19.

Nous remercions toutes les personnes qui ont soumis leur candidature, toutefois, veuillez noter que nous ne communiquerons qu’avec les personnes sélectionnées pour une entrevue.

JOB DESCRIPTION

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| Title: Director, Clinical Risk Management | Program: Administration |
| Reports to: Chief Executive Officer |  |
| Approved by: Chief Executive Officer | Signature: |
| Date Approved: | Date Revised: |

**POSITION SUMMARY:**

The Director, Clinical Risk Management develops, coordinates, executes, and evaluates an integrated client safety-focused clinical risk management and organizational performance strategy and supporting structures, polices, procedures, and processes. The incumbent is responsible for working collaboratively to enhance and strengthen organizational capacity to effectively support a culture of learning and continuous improvement, to identify and address clinical safety, risk and performance issues, with the goal of becoming a more risk-aware organization and eliminating preventable harm in the delivery of client services and supports. In doing so, the Director, Clinical Risk Management demonstrates a deep understanding of and responsibility for actively promoting and supporting client and family centered engagement and care in all of the organization’s actions, decisions, and work.

**MAIN DUTIES AND RESPONSIBILITIES:**

1. **Organizational Capacity:**

* Oversees the design, implementation, and evaluation of an effective and integrated client safety-focused clinical risk management program and organizational performance strategy that meets the needs of CMHA Ottawa and adheres to all relevant legislation and accreditation standards. This includes identifying, prioritizing, addressing, monitoring, and reporting on the effectiveness of clinical safety and risk management activities.
* Fosters strong and collaborative relationships internally at all levels of the organization as a prerequisite for creating awareness of, and commitment to, the need for transformative changes to the CMHA Ottawa approach to client safety-focused clinical risk management and organizational performance.
* Fosters external relationships with organizations and individuals that are leaders in clinical safety, risk management, and organizational performance to understand the broader environment and position of CMHA Ottawa, and to respond and adjust its strategy accordingly.
* Oversees the execution, evaluation, and improvement of incident reporting and root cause analysis and monitoring resultant recommendations at CMHA Ottawa, ensuring that the systems, policies, processes, and reporting support a learning culture and contribute to organizational effectiveness and performance.
* Works in an integrated manner with Decision Support and Accountability, Quality and Privacy, Direct Service, People and Culture, and Peer Engagement Advisory Council to enhance the use of evidence-based measures and practices to support organizational performance.
* Provides high-level strategic and operational guidance to CMHA Ottawa’s leadership team and contributes to the achievement of CMHA Ottawa’s strategic priorities and goals through an integrated client safety-focused clinical risk management program and organizational performance lens.

1. **Organizational Culture:**
   * Acts in a transformational leader capacity, to foster strong relationships and close collaboration among all levels and areas of CMHA Ottawa (this includes program/operational and Board levels) to successfully implement an integrated risk and clinical risk management vision, strategy, and priorities that support organization wide transformation. Actively and continuously promotes client and family centered engagement and care.
   * Fosters open communication between all levels of management and staff to discuss and share ideas/concepts for supporting innovative solutions and process improvements to support culture.
   * Analyzes current process and implements innovative ideas to ensure the appropriate and effective infrastructure is in place and is scalable to enable future growth and needs.
   * Works closely with the Chief Executive Officer to create the architecture for all management and staff to perform to the best of their ability.
2. **Planning:**

* As a member of the Senior Management Team, participates in the development and implementation of CMHA Ottawa’s strategic plan.
* As a member of the Senior Management Team, directs and guides the development of the integrated client safety-focused clinical risk management and organizational performance plan and supporting structure, polices, procedures and processes.
* Creates multi-year plans with yearly operational milestones and manages multiple concurrent large-scale projects impacting the organization utilizing change management processes and tools.
* Communicates plans and status to the Senior Management Team as well as all staff on a regular basis using various mediums.
* Engages client, peer, partner and family representatives in planning processes.
* Promotes and encourages the development of ideas and new initiatives, including learning forums, within clinical safety, risk management, and organizational performance.

1. **Integrated Safety and Risk Management:**

* In conjunction with Direct Service Directors and Managers, and Decision Support and Accountability, leads and/or participates in CRMS client record reviews for management of critical events, and systematic reviews of critical incidents, involving techniques such as Root Cause Analysis (RCA) and Failure Modes Effects Analysis (FMEA).
* Monitors implementation of recommendations of critical event review process and reports periodically to the CMHA Quality of Care Committee, the Directors team and the Board of Directors as required.
* Leads and supports direction related to work with client/patient and family safety indicators and client and family experience processes, clinical risk, education and capacity building, safety practices, risk management and mitigation, and performance measurement.
* Oversees the client complaints and feedback process, ensuring follow up, assessing trends and identifying opportunities for improvement (cross-functional with Direct Service management).
* Leads policy and process for critical incident reviews and makes recommendations for follow through and implementation in collaboration with Direct Service leadership.
* Carries out comparative analyses of the client clinical experience (e.g. client satisfaction surveys) in collaboration with Decision Support and Accountability and Management staff.
* Works with Quality Assurance to manage and monitor the operational processes of the integrated risk management (IRM) approach to keep the register of the organizational risks and mitigation measures up to date.
* Works collaboratively with the Health and Safety Committee, as needed, to integrate the safety-first strategy for clients with existing staff supports.
* Advises senior management of the existence of any potential or actual danger to health or safety of clients, staff, partners, or the community.
* Works collaboratively with Manager of Communications to establish processes for crisis communication in the event of a critical safety, risk, or performance issue.
* Ensures appropriate learning opportunities are in place to support staff to become more client safety-focused, risk aware, and performance oriented, to eliminate preventable harm.

1. **Fiscal Responsibility:**
   * As a member of the Senior Management Team, contributes to the development of the business strategy and financial plans for CMHA Ottawa.
   * Sets departmental budgets if applicable and manages services within agreed budgets, ensuring that targets are met, and costs are managed accordingly.

* Adheres to CMHA Ottawa’s financial policies and procedures, taking appropriate action in response to internal and external audits recommendations and requirements.

1. **Governance:**

* Participates and presents to the Board of Directors and sub-committees as requested by the Chief Executive Officer, providing information, and acting as a resource to facilitate decision making.
* Prepares and presents quarterly clinical safety, risk, and performance reports at Board meetings and, in conjunction with the Chief Executive Officer, ensures understanding of integrated clinical safety, risk, and organizational performance analyses for governance purposes.

1. **Performance Development:**

* Supports and guides the leadership team to ensure all teams are meeting accountabilities for clinical safety, risk and organizational performance.

1. **Administration:**
   * Conducts and/or obtains various clinical safety, risk management, and organizational performance studies/surveys and researches best practices.

* Conducts on-going evaluations and recommends new policies and procedures or changes to existing policies and procedures as appropriate to establish, maintain, and improve clinical service and safety standards and consistency.

1. **Liaison and Communication Activities:**
   * Provides advice and guidance to the Chief Executive Officer regarding sensitive or complex critical client safety or risk incidents.
   * Actively develops working partnerships with management staff.

* Networks with other community organizations and CMHA branches as required.

1. **Information Technology (IT), Record Keeping, Data Management:**
   * Ensures documents are accurate and kept up to date and maintained in accordance with CMHA Ottawa’s confidentiality policy.

* Works with IT to ensure that appropriate IT systems are in place to effectively record, monitor, and evaluate service provision and service outcomes and that information systems contribute effectively to decision making.

1. **Diversity, Inclusion, and Engagement:**

* Champions a learning and performance culture that supports a diverse, inclusive, and respectful environment.

1. **Policies, Procedures, and Legislations:**
   * Adheres to the organization’s Vision, Mission, and Values and its goals as outlined in its strategic plan.
   * Adheres to all organizational policies and procedures.

* Is familiar with pertinent provincial legislation.

1. **Professionalism:**
   * Regularly updates professional knowledge through educational events, workshops, and profession related reading and training.
   * Represents CMHA Ottawa in a positive and professional way with internal and external stakeholders.
   * Models accountability and commitment to promoting and supporting client and family centered engagement and care.

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| **Knowledge, Skills, and Abilities** |

**Education, Designations and Certifications:**

* Master’s degree in a relevant field of study, e.g. Health Care Administration, Psychology, Nursing, Social Work, Population Health, Public Health, Clinical Risk Management, or equivalent combination of education and experience.
* Current licensure within a regulated health profession.
* Previous training or certification in project management is an asset.
* Previous training or certification in change management is an asset.
* Health care Risk Management certification, such as the Canadian Risk Management designation (CRM) is an asset.

**Experience:**

* Minimum of 7 to 10 years progressive experience in a leadership role in the health care or social services fields that includes leading projects and programs in clinical safety or client safety, and risk management.
* Experience managing multiple large-scale concurrent projects.
* Experience leading and successfully executing change management processes.
* Experience in a unionized environment is an asset.
* Experience in the social not-for-profit sector is an asset.

**Language:** English essential. Bilingual (French/English) preferred.

**Knowledge**:

* Knowledge of clinical standards related to health care risk management.
* Knowledge of risk management and mitigation strategies.
* Knowledge of organizational performance measures.

**Skills:**

* Excellent analytical, problem-solving, and decision-making skills with the ability to identify trends, establish benchmarks, as well as provide credible analysis and recommendations.
* Excellent written and oral communication skills, including presentation skills.
* Demonstrated ability to function effectively in a highly dynamic, fast-paced, continually changing environment.
* Demonstrated ability to develop long term strategies and implement plans while remaining flexible and able to deliver on changing priorities.
* Demonstrated ability to be highly collaborative, with strong skills in diplomacy, negotiation, influencing, coaching, and conflict management.
* Significant competency with Microsoft Office suite (i.e., Word, Outlook, Excel, PowerPoint).

**Personal Suitability:**

* Strategic thinker, able to see the bigger picture and act effectively to produce measurable results.
* A trusted and ethical leader with a genuine respect for a range of viewpoints, who possesses the ability to motivate others, and articulate a clear direction.
* Confident and able to lead and support individuals and teams through significant process reviews, and change initiatives.
* Ability to treat sensitive information in a confidential manner.
* Ability to build interconnected systems across all services.
* Passion for engaging employees and promoting a culture of learning client-focused safety, risk and performance.
* Ability to influence others and have highly effective interpersonal skills.
* Ability to act professionally and remain calm in stressful situations.

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| **Minimum Requirements** |

* Must be able to legally work in Canada.
* Must be able to provide proof of academic achievement.
* Must be able to provide a satisfactory Criminal Record Check.
* Must be able to provide proof of vaccination status in compliance with agency policies.

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| **Travel** |

* This is an in-office role, and the incumbent must have a reliable means of transportation to attend work in person.

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| **Work Environment** |

* Works in a standard private office with possible travel, as required.
* Works under short time deadlines.
* Works outside of normal business hours as required.

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| **Physical Demands** |

* Ability to use a computer at an adjustable ergonomic sit-stand desk for extended periods of time.

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| **Disclaimer** |

This job description indicates the general nature and level of work expected. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the employee. Duties, responsibilities and activities may change, or new ones may be assigned at any time with or without notice.

The Canadian Mental Health Association Ottawa (CMHA-O) is committed to developing inclusive, barrier-free selection processes and work environments. CMHA-O promotes the principles of diversity and inclusion and adheres to the tenets of the Canadian Human Rights Act and the Ontario Human Rights Code. We encourage applications from women, Aboriginal peoples and persons of all races, ethnic origins, religions, abilities, sexual orientations, and gender identities and expressions. If contacted about this job posting, please advise us if you require any accommodations regarding the interview process.