



Inspired by research.
Driven by compassion.

Inspiré par la recherche.
Guidé par la compassion.

Manager, Patient Advocacy

The Ottawa Hospital

One of Canada's largest teaching and research hospitals, The Ottawa Hospital is a multi-campus academic health sciences centre serving the 1.2 million residents of Ottawa and Eastern Ontario, in both English and French. Working together with its research institute, the University of Ottawa, and other partners, the hospital is continually gaining national and international recognition for high-quality patient care, teaching and research.

The Ottawa Hospital is seeking a high energy, flexible, dynamic healthcare leader to join its team in an exciting opportunity to serve as **Manager, Patient Advocacy**.

Reporting to the Senior Medical Officer, the Manager supports the hospital by providing oversight and leadership for the concerns management process, clinical risk management, legal claims management and patient and family engagement. The Manager is responsible for the day to day functioning and monitoring of a comprehensive and legally compliant program in a complex healthcare environment as well as providing guidance and consultation to a variety of internal and external stakeholders. As leader of the team, the Manager will be able to inspire and manage a team of experts, respond to complex situations, and effectively communicate complex requirements to ensure that risks are appropriately mitigated. This position will also be integral to upholding the vision of TOH, to provide each patient with the world-class care, exceptional service and compassion that we would want for our loved ones.

Essential knowledge and experience

- Undergraduate Degree in a Health related discipline or equivalent
- Minimum 5 years' experience working in a healthcare environment with history of increasingly responsible positions
- Minimum 2 years' leadership experience and/or an equivalent combination of leadership training, education and experience
- Current credentials and registered with active membership with health or health related professional college
- Advanced knowledge of health care risk management practice and health law (i.e., civil litigation, including civil procedure; legislation; coroner investigations; and human rights complaints, risk management processes, etc.)
- Advanced knowledge of legislation/regulations and awareness of judicial decisions impacting risk management and concerns management (including Public Hospitals Act, Coroner's Act, Mental Health Act, Health Care Consent Act)
- Knowledge of hospital policies

Competencies

- Highly developed communications skills, including presentation and facilitation skills
- Demonstrated organizational and time management skills
- Diplomacy and team building skills
- Proven ability to lead a team in successfully achieving short and long term goals
- Thorough understanding of group dynamics
- Ability to coach, mentor and motivate staff
- Strong interpersonal, negotiation/mediation/dispute resolution and problem-solving skills
- Computer skills - able to use Word, Excel, Power Point and Outlook and navigate the internet

Preferred Qualifications

- Master's Degree in Health Administration/ Management, Nursing or a health related program
- Proficiency in English and French – oral expression (advanced level) and comprehension (advanced level).

How to Apply

If you are interested in being part of the team of health-care professionals at The Ottawa Hospital, please submit an online application via our external website by clicking the following link and applying to **Job Opening ID 63061**.

<https://www.ottawahospital.on.ca/wps/portal/Base/TheHospital/CareersAndVolunteering/Careers>

We thank all those who apply but only those selected for further consideration will be contacted. The Ottawa Hospital is an equal opportunity employer. Upon request, accommodations due to a disability are available throughout the selection process.

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