
Executive Director, Operations

SWITCH BC is focused on improving workplace health, safety, and wellbeing of the 330,000+ people working in B.C.'s health sector. SWITCH BC brings together key partners, including health unions, employers, and physicians along with WorkSafeBC and the Ministry of Health, to make consensus decisions to invest in and influence provincewide programs and initiatives.

SWITCH BC is an inclusive organization, committed to advancing Indigenous cultural safety, anti-racism, diversity, equity, and inclusion through policies and practices. We are focused on being an environment that addresses system barriers, biases, and inequities that exist for Indigenous peoples, racialized individuals, individuals with disabilities and complex health conditions, immigrants, 2SLGBTQ1+, and other underrepresented groups who experience stigma, discrimination, or marginalization.

If you are passionate about improving the lives of people working in healthcare, have exceptional leadership and relationship skills, a proven record of improving safety cultures, and are ready to work in a fast-paced environment, we are looking for you!

Role Summary

Reporting to the Chief Executive Officer (CEO), the Executive Director (ED), Operations has a multi-faceted role working across B.C.'s healthcare system. This includes providing senior level leadership in the management of services and processes that enable SWITCH BC to achieve its operational and strategic objectives. The ED, Operations leads SWITCH BC's operational teams and provides direction regarding projects, financial management, information management and technology, human resources, corporate office administration, and risk management.

The Executive Director works collaboratively with partners and inspires others through excellence in facilitation, communication, and creation of a just, and safe culture where individuals can thrive. The ED provides strategic leadership, guidance, and support to SWITCH BC's governance groups, including its Board of Directors and subcommittees of the Board. In addition, the ED works with both internal and external partners to facilitate consensus; consults, negotiates, and shares information; and liaises across the healthcare system to support the achievement of SWITCH BC's operational and strategic objectives.

Duties and Responsibilities

1. Oversees the development of strategic plans, goals, and annual objectives for key program areas in collaboration with SWITCH BC's CEO and Board of Directors. Monitors performance and progress in achieving deliverables.
2. Works with senior leaders and external partners using proven and emerging practices in health and safety and organizational development to establish strategies that enhance culture, team effectiveness and engagement, and are in alignment with SWITCH BC's

priorities.

3. Serves as a strategic leader for internal and external partners in the areas of workplace psychological health and safety management, safety culture, and health and safety data metrics. Keeps current on healthcare industry standards, best practices, emerging practices, and current evidence for occupational health and safety. Scans for best practice in industries beyond healthcare to cultivate integration of learning.
4. Leads SWITCH BC initiatives that support the adoption of the Canadian Standards Association (CSA) Standard for psychological health and safety in the workplace and the CSA Standard for health and safety management system, including submitting annual performance reports to the CEO and the Board of Directors. Leverages technology and innovation to enable the use of analytics in support of insights and decision making.
5. Provides leadership to team members through coaching, guiding, mentoring, and modelling SWITCH BC's values. Fosters a safe, just work environment, encouraging and welcoming open identification of issues, non-violent dialogue, and cultural humility practices for cultural safety. Encourages dialogue and provides guidance and advice to facilitate resolutions to work issues.
6. Assists team members to define shared and individual goals and meet performance expectations. Recruits staff and maintains an organizational structure for the portfolio that provides the highest degree of quality service within budget parameters.
7. Lead SWITCH BC's Enterprise Risk Management program, including monitoring activities, implementing mitigation strategies, and presenting documentation/reports to the Board of Directors.
8. Oversees SWITCH BC's corporate office administration functions and information management activities, including but not limited to, human resources, organizational policies and procedures, and informational technology infrastructure.
9. Oversees all program and project budgets. Reviews funding for recommendations regarding the allocation and distribution of financial resources to meet service requirements. Monitors indicators of performance to track results/outcomes and make determinations related to the operational appropriateness, cost effectiveness, and integration of services.
10. Maintains a leadership role in contract negotiations and relationship management. Responsible for managing contract(s) with vendors directly associated with the assigned project(s). Establishes evaluation and feedback mechanisms to ensure strong contract management and vendor relationships.
11. Represents the organization externally as a senior leader of SWITCH BC. Responsibilities include knowledge generation, translation, and dissemination on a national, provincial, regional, and local level. Collaborates and facilitates consensus building and coordination of multiple interest groups, generating consensus among diverse parties, and providing a SWITCH BC perspective on emerging issues and opportunities.

12. Maintains a strong working knowledge of applicable and intersecting legislation, regulation, collective agreements, and workplace standards within the B.C. and Canadian context.

13. Performs other related duties as assigned.

Education, Training, and Experience

A level of education, training, and experience equivalent to a Master's Degree in a health-related field, including, but not limited, to Health Sciences, Social Sciences, Occupational Health and Safety, Organizational Development, Leadership, Project Management, Adult Learning, Health Care Administration, or a research-related field and fifteen (15) years of recent related experience leading people and initiatives in a large complex organization, ideally within the healthcare system with a minimum of ten (10) experience in a senior management position.

Skills and Abilities

- Demonstrated knowledge and commitment to health and safety principles and practices; demonstrated success in managing productive partner relationships.
- Knowledge and experience of planning concepts related to budgetary, staffing, operational, and strategic initiatives.
- Ability to take initiative, coordinate teams, set goals, and drive results, including anticipating and overcoming obstacles.
- Demonstrated strong leadership skills, including the ability to influence and coordinate multiple teams and align key partners to consistent and meaningful impact, ensuring key projects are delivered on time and within budget.
- Excellent communication skills, both verbal and written.
- Ability to adapt readily to rapid and changing environments.
- Ability to interact professionally with all levels of staff both internal and external to the organization.

Compensation and Benefits

In joining SWITCH BC, we are pleased to offer you a rewarding career. In recognition of your skills and experiences, and in alignment with our core values of building safe and healthy work environments, we are pleased to offer comprehensive benefits which includes, but is not limited to:

- Competitive salary
- Generous extended health benefits with no waiting period, long-term disability benefits, and Municipal Pension Plan
- Paid vacation (20 days per year - prorated in first year) and sick leave allowances
- Flexible work arrangements
- Professional development and membership opportunities
- SWITCH BC IT equipment is provided
- 100% remote with occasional company paid travel for in person meetings or events

As a key organization within the BC healthcare sector, we also encourage current health sector employees to ask about pension and benefit portability options, which may also be available.

SWITCH BC is committed to being an equitable, diverse, and inclusive workforce.

We recognize that there are a variety of experiences that contribute to the overall qualifications for each role. If you feel that you could excel in this position, but do not necessarily meet the formal requirements, we still encourage you to apply.

We wish to thank all applications for their interest and effort in applying; however, only those candidates selected for an interview will be contacted.

Job Type: Regular Full-Time (37.5 hours per week)

Salary Range: \$155,327 - \$194,159 (Range 13) per year depending on experience

Typical Hiring Range: \$155,327 - \$189,451 per year depending on experience

The starting salary for this position would be determined with consideration of the successful candidate's relevant education and experience and internal equity and would be aligned with SWITCH BC's compensation framework.

Please note that this is a remote worker position (must reside in BC) and only candidates who live or are willing to relocate to BC will be interviewed.

Occasional travel for in-person events and meetings is required.

Closing date: August 1, 2024 at 2:00 PM PST

