



Head of Operations, Laboratory Services Hamilton Regional Laboratory Medicine Program

Hamilton Health Sciences and St. Joseph's Healthcare Hamilton

The **Hamilton Regional Laboratory Medicine Program (HRLMP)** is one of the largest integrated laboratory service programs in Canada providing laboratory services to support the delivery of excellent patient care as well as clinical testing for clinical trials and research studies in the Hamilton area. These laboratories are jointly operated by Hamilton Health Sciences and St. Joseph's Healthcare Hamilton. Between the two hospitals, there are a total of 31 labs with 700+ lab staff and physicians. In addition to providing services to support hospital care delivery, the HRLMP serves over 150 external clients through the Laboratory Reference Centre (LRC). In 2023, HRLMP labs conducted 7.7 million tests, supported 182,000 emergency department visits, and supported over 1,600 cardiac surgeries.

Together, HHS and SJHH are seeking a **Head of Operations, Laboratory Services, HRLMP**. This strategic and operational role offers the opportunity to lead transformative change in regional laboratory services. The Head of Operations, Laboratory Services jointly reports to the Chief Administrative Officer, (HHS) and Executive Vice President, Clinical Services and Chief Nursing Executive (SJHH). The senior level role will oversee operations and financial management of a large multi-site laboratory services program, supporting the delivery of excellent patient care across the region. The Head of Operations provides visionary leadership and strategic direction in all aspects of laboratory medicine, including high quality service delivery, education and research for the HRLMP. The Head of Operations is responsible for championing strategic change initiatives aimed at addressing key challenges such as timely and highly coordinated care.

Requirements include 10-15 years of progressive senior management experience in the healthcare sector, preferably within large, complex, multi-site academic and hospital organizations, complemented by a Master's degree in Business or Health Administration. Possessing extensive knowledge of laboratory medicine, encompassing systems, processes, testing, and services, the preferred candidate will articulate, influence, and execute a cohesive vision for the program's strategic and operational objectives. With a deep understanding of quality management systems and regulatory requirements and the skill to navigate complex, sensitive situations involving diverse stakeholders, the trusted leader will foster effective teams, encourage collaboration, and align competing priorities across a dynamic environment. With experience leading complex change and transformation initiatives

This role is located at the Hamilton General Hospital with multi-site travel required to meet the needs of the program.

Hamilton Health Sciences (HHS) is a community of 18,000 staff, physicians, residents, researchers and volunteers that proudly serves south western Ontario residents. As Ontario's most comprehensive healthcare system, providing advanced care to people of all ages from across the province, HHS offers endless opportunities for a rewarding career.

Hamilton Health Sciences is a group of hospitals providing specialized, advanced care in our community as well as a world-renowned healthcare research institute. HHS provides leading expertise in many areas, including cardiac and stroke care, cancer care, palliative care and paediatrics. Hospital sites include The Hamilton General Hospital, The Juravinski Hospital, and Juravinski Cancer Centre, McMaster Children's Hospital, McMaster University Medical Centre, Regional Rehabilitation Centre, Ron Joyce Children's Centre, St. Peter's Hospital, West End Urgent Care Centre, West Lincoln Memorial Hospital, and the Satellite Health Facility.

As the largest employer in the greater Hamilton region, HHS plays a vital role in training the next generation of health professionals in collaboration with academic partners including McMaster University and Mohawk College.

St. Joseph's Healthcare Hamilton (SJHH) is committed to making a difference in people's lives and creating a lasting future for the community through integrated health services and internationally recognized programs. Home to more than 5,600 staff, 700 physicians and 300 volunteers, this multi-site, regional, tertiary centre, is a provincial leader in Kidney Care, Mental Health and Addictions, Respiriology, and Surgical Robotics. SJHH is also a leader in digital healthcare. An academic and research healthcare organization, St. Joseph's Healthcare Hamilton is affiliated with McMaster University and Mohawk College.

To apply for this opportunity, please submit your application and related materials to Jim Stonehouse, Partner and Pamela Colquhoun, Partner via Kathy Luu, Senior Associate (kluu@boyden.com) by **February 7th, 2025**.

As a health care provider, embedding Equity Diversity and Inclusion in all that we do will enable us to provide more personalized care, and better understand and address barriers and factors that impact health outcomes and experiences for patients and families. Hamilton Health Sciences is an equal opportunity employer and we will accommodate any needs under the Canadian Charter of Rights and Freedom, Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code. Hiring processes will be modified to remove barriers to accommodate those with disabilities, if requested. Should any applicant require accommodation through the application processes, please contact us for assistance.

SJHH fosters an environment where we celebrate diversity, where teams reflect the diversity of the community in which we serve, enhancing the connection to patients, clients, community, and each other. SJHH is an equal opportunity employer and strives for equity, inclusiveness, and diversity in all our programs, practices, facilities, and people. We foster a culture of patient and staff safety where all positions comply and work in conjunction with the Mission, Vision, and Core Values of SJHH. SJHH is committed to a barrier-free recruitment and selection process - please inform us should accommodation be required at any point in the recruitment process.