

Senior Operating Officer – Royal Alexandra Hospital

Requisition #: ALB00480945

Location: Edmonton, Alberta, Canada

Posting Close Date: March 21, 2025

Salary Range: \$88.35 - \$135.15 per hour

Job Type: Regular Full Time

Your Opportunity:

The Royal Alexandra Hospital (RAH) is a Level 2 full-service tertiary hospital located in the City of Edmonton's downtown core that serves a diverse community of patients from Edmonton, the Territories, and Western Canada.

Combining patient-centred care, cutting-edge medical technologies, innovative research, and advanced education, the expert teams at the RAH, including the Lois Hole Hospital for Women, the C.K. Hui Heart Centre, and the Eye Institute of Alberta, care for 500,000 patients annually, including nearly 84,000 emergency room visits. The Lois Hole Hospital for Women, located on site, is the only tertiary women's health facility in Alberta, providing specialist care and performing leading edge research on gynecological cancers and breast cancer.

We are seeking an experienced, influential leader for the role of Senior Operating Officer (SOO) to lead RAH into a new era of healthcare. As the SOO, you will work to advance and sustain accessible, safe, and high-quality patient-and family-centred care. The RAH has a diverse portfolio that includes inpatient and ambulatory services and programs and has zone-wide program responsibilities as part of the role.

As SOO, you'll influence change by providing leadership for these local, provincial, and zone priorities and key strategic organizational initiatives and contribute to the successful achievement of zone goals and objectives. As the SOO, you'll work to create a respectful, culturally and psychologically safe environment and culture for all patients, families, visitors, staff, physicians and volunteers.

Description:

The Senior Operating Officer (SOO), Royal Alexandra Hospital and Lois Hole Hospital for Women (RAH), is a key leadership role in the Edmonton Zone. Reporting to the Chief Zone Officer, the SOO functions in a dyad partnership with the Facility Medical Director (FMD) and is responsible and accountable for the planning, delivery, and evaluation of a diverse portfolio of programs and services provided at the RAH and other site-based, Zone-wide programming.

Working as administrative co-leads, the SOO and the FMD will develop, implement, and evaluate strategic and operational plans, policies, budgets, and forecasts, making sound business cases for investment and funding decisions as required. You will manage financial, human, and capital resources, with a budget of over \$515M and over 4,200 employees. You will make confident decisions and recommendations regarding those allocations in a complex environment with competing priorities.

As the SOO, you will contribute to strategies and operational plans at the site, program and zone level, showing awareness of external factors and trends, anticipating challenges. You will

put systems in place to determine risk tolerance, proactively monitor risks, and develop contingency plans to address them.

With excellent communication skills, you will establish and maintain positive working relationships with site administrative and physician leaders, patients and families, key community partners and stakeholders, zone and provincial colleagues. You will influence the direction of service delivery and foster a culture of innovation and continuous improvement supporting safe, high-quality care, innovation, and research and ensure effective engagement of staff, physicians, volunteers, external partners, and the community.

Required Qualifications:

The successful candidate will possess a minimum of a graduate degree in health care management, business administration, or a related health care field. Progressive senior leadership experience in a healthcare environment, including a minimum of five years' experience in a senior management role in clinical operations or healthcare operations. Equivalencies of education and experience will be considered.

Additional Required Qualifications:

The successful candidate for this position will have demonstrated leadership skills, including the ability and comfort with decision-making responsibilities including ability to rapidly process and comprehend large amounts of detailed information, consider the implications and consequences of new facts and make decisions. This person will have demonstrated strategic, critical thinking, change management and planning competencies.

The incumbent can successfully undertake management responsibility for large-scale initiatives, including capital development involving significant dollar amounts and implications, and manage diverse human, financial, and physical resources within a complex environment. Experience managing change and create innovative solutions for complex and diverse issues and strong project management skills are complemented with the ability to balance competing priorities, complex situations, and tight deadlines.

Ability to foster a collaborative, integrated, inclusive environment and build solid relationships with many diverse occupational groups, including peers, public agencies, government, boards (including Foundation Boards), committees, and other partners. This requires excellent written, verbal and interpersonal skills including ability to be articulate, concise, compelling and diplomatic. Proven change management, negotiation and mediation skills are essential.

Preferred Qualifications:

Canadian Health Leader certification considered an asset. A candidate with recent health leadership experience and a broad understanding of healthcare service delivery in a complex and dynamic environment.

How to Apply:

Please visit our job board to learn more and apply:

<https://careers.albertahealthservices.ca/jobs/senior-operating-officer-499450>