eHealth Centre of Excellence

is currently seeking a full-time
Manager, Product Development and Innovation

Program Overview:

The eHealth Centre of Excellence (eCE) develops, implements and advances digital health tools and services to better serve patients and clinicians across Ontario. The eCE advocates for the continued and improved use of technology to enhance the connection and relationship clinicians and patients have with each other and with the Ontario and Regional healthcare system. The eCE meets our goals by supporting the deployment of digital health technologies such as eReferral, eConsult, Virtual Visits, EMR best practice tools, Robotic Process Automation (RPA), along with collaborative partnerships with regional and provincial agencies. Critical to the success of eHealth initiatives is working with system partners to support priorities that ensure the best care for patients. The eCE's founding vision is one of innovation and partnership, with a mission to be the leading, trusted, digital health partner for primary care and integrated patient care.

Position Description:

Reporting to the VP of People and Corporate Services, the Manager of Product Development and Innovation will lead their team to achieve excellence in product development and innovation to tackle ongoing challenges in healthcare. This role will work with others in the organization to negotiate resources, troubleshoot risks and issues and support all eCE teams with development, innovation, privacy, security and information technology (IT) projects and supports. This position is for a creative leader with a passion for advancing patient care, developing innovative digital health solutions and an exceptional people person skilled at motivating and engaging with others. It is a position who recognizes the need to get the right thing done and pitches in to accomplish important goals.

Key Roles and Responsibilities:
- Lead, motivate and support the Product Development and Innovation team to achieve excellence
- Lead the identification, development, testing and production of new products and services
- Drive the development process from idea to implementation to ensure products meet client and system needs
- Explore and enable new business opportunities for eCE, create plans and business models, and execute on them
- Oversee the eCE's new Healthcare Experience and Advancement Lab and ensure that new technologies and services are aligned with clinician workflow and feedback
- Work with the eCE Executive and leadership team to execute activities and strategies in alignment with eCE vision, mission, and values

- Liaise with key stakeholders and represent eCE as trusted partners and experts in digital clinical workflows
- Mine insights from emerging trends and prospect new digital health solutions
- Drive innovation by continuously taking initiative to identify improvements in clinical workflows
- Act as eCE's champion and promote eCE mission, vision, and initiatives to stakeholders
- Anticipate, understand, and respond to the needs of internal and external stakeholders to meet or exceed their expectations within organizational parameters
- Support the development of efficient and suitable strategies to deliver on eCE initiatives
- Regularly report updates to the VP of People and Corporate Services and other eCE leadership
- Perform other duties as required

Experience, Skills and Qualifications:
- Minimum 5 years of relevant experience, including leadership of cross functional and multidisciplinary teams and oversight of information systems and projects in healthcare
- Post-secondary degree in Health Informatics, Information Technology, Business Administration, Leadership or equivalent combination of relevant education and experience
    o Master's degree an asset
- Proven track record of success in motivating and leading teams and establishing partnerships with healthcare organizations
- Knowledge of emerging technology trends in healthcare
- Knowledge of health information systems, technology, and software
- Strong conflict resolution, facilitation, negotiation and mediation skills with the ability to build consensus across a diverse group of stakeholders
- Exceptional communication skills with the ability to effectively engage, collaborate, and build partnerships with key internal and external stakeholders
- Demonstrate agility in learning and acclimating to unfamiliar business areas or technologies
- Demonstrate creativity, strong interpersonal skill, and excellent analytical abilities
- Prior experience working efficiently in a diverse and fluid working environment
- Ability to travel within Ontario as required

If this position is of interest to you, please send your cover letter and resume to: Human Resources at hr@ehealthce.ca

Feel like you don't meet all the requirements? If you have some of the skills and experience that we're looking for and are willing to learn the rest, we encourage you to reach out to us!

The eHealth Centre of Excellence team is a respectful and inclusive workplace. Upon individual request, hiring processes will be modified to remove barriers to accommodate those with disabilities. Should any applicant require accommodation through the application, interview or selection processes, please contact Human Resources at hr@ehealthce.ca for assistance.

We thank all interested applicants; however, due to the volume of resumes we receive only those selected for an interview will be contacted.