
File #: 2019-88-1016
Position: Vice President, Operations, Permanent Full Time (1)
Department: Corporate
Location: Burlington, Ontario
Posted: October 16, 2019
Deadline: October 23, 2019

The Trillium Health Partners (formally known as The Credit Valley Hospital and Trillium Health Centre), Halton Healthcare Services, and William Osler Health System own and operate Shared Services West (SSW). Since 2001, SSW's mandate has been to leverage co-ordinated sourcing to provide best value, improve quality of service, and ultimately, to facilitate the reallocation of resources to direct patient care. In 2009, SSW took on all sourcing, logistics and purchasing for the three hospital groups. Since then, SSW signed on eight new hospital customers.

The three pillars of SSW's new strategic plan are building **brand** and reputation, enhancing **integration** and **growing** smartly. The Plan includes strengthening SSW's profile in the industry, an enhanced leadership role, expansion of processes, data management and analytical capability, as well as expanding both the scope and extent of SSW's services to an increased customer base.

JOB SUMMARY

The Vice-President (VP), Operations reports to the CEO, is a senior member of the Leadership team and is responsible for all Supply Chain Services provided by SSW to its Members and Customers - specifically Strategic Sourcing and Logistics.

The VP plays an active role in representing SSW to all senior management leaders at the Hospital – in effect, acting as the point of contact for the Supply Chain Services of SSW. In collaboration with the CEO, the VP also plays an active role in representing SSW to external hospitals, Government Ministries, Vendors and other Shared Service Organizations.

The VP sets the Strategic Direction and defines leading Supply Chain Management Solutions to manage the strategic and day-to-day Supply Chain responsibilities of SSW.

The VP is responsible for developing and managing corporate and regional sourcing and operational supply chain strategies and solutions for Members and Customer hospitals.

PRIMARY RESPONSIBILITIES

The primary duties and responsibilities include, but are not limited to:

- Developing and implementing Supply Chain (sourcing and logistics) strategies and solutions for operational process and efficiency improvements and projects. (20%)
- Delivering value through cost, quality and patient outcome enhancements; understanding and monitoring of supply markets. (10%)
- Developing & maintaining a performance-focused team of staff (team meetings, coaching). (10%)
- Maintaining strong communication and feedback from Senior Hospital leaders. (10%)
- As part of the SSW leadership team, actively advance strategic plans for growth and evolution of SSW. (10%)
- Supporting other SSW Strategic projects as required. (10%)
- Support to Hospitals Supply Chain needs by building robust, predictable and efficient solutions. (5%)
- Ensure that day-to-day customer issues and feedback are dealt with promptly. (5%)
- Ensure strong supplier relationships by developing a negotiation strategy, targeting candidates for strategic alliances and establishing a performance measurement program. (5%)

- Developing and implementing product evaluation/standardization methodologies. Identifying opportunities for product standardization, working collaboratively with clinicians and leading implementation across the member hospitals. (5%)
- Ensure supply chain policies and procedures are current and leading practice. (5%)
- Leading regional contract negotiations with external suppliers and internal stakeholders, including management of the supplier Request for Proposal/Contract process to support new business opportunities, partnerships and collaboration, supplier integration and cost reduction efforts. (2.5%)
- Managing talent recruitment and retention across the supply chain continuum. (2.5%)

POSITION REQUIREMENTS

Education

- Bachelor's degree in business or higher (MBA preferred)

Work Experience

- A minimum of 10 years' experience in a sophisticated best practices supply chain environment, including depth of knowledge in strategic sourcing in a multi-site or Shared Services environment.
- 8 to 10+ years of relevant Healthcare experience in implementing supply chain change management programs with leading edge systems and processes.
- Demonstrated experience in managing complex negotiations with suppliers.

Knowledge and understanding

- Proficiency in Broader Public Sector Directives and Procurement, Canadian Bid and Contract Law drafting.
- Understands the changing Healthcare environment with all its complexities.

Technical Skills

- Proficient computer skills
- Expert negotiation and project management skills.

Personal Skills

- Excellent organizational and prioritization abilities, with the aptitude to manage concurrent demands.

Special Skills

- Strategic agility: Sees ahead clearly. Can anticipate future consequences and trends accurately. Has broad knowledge and perspective; is future oriented. Can articulately paint credible pictures and visions of possibilities and likelihoods. Can create competitive and breakthrough strategies and plans.
- Managing Vision and Purpose: Communicates a compelling and inspiring vision and sense of core purpose. Talks beyond today. Creates mileposts to rally support behind the vision. Makes the vision shareable by everyone. Can inspire and motivate line staff and beyond.
- Intellectual Horsepower: Deals with concepts and complexity comfortably. Described as intellectually sharp capable and agile.
- Creativity: Comes up with a lot of new and unique ideas. Easily makes connections among previously unrelated notions. Tends to be seen as original and value-added in brainstorming sessions. Is a creative problem solver.
- Functional/Technical skills: Has the functional and technical knowledge and skills to do the job at a high level of accomplishment. Is performance driven and employs metrics for performance to measure progress against goals.
- Managerial Courage: Doesn't hold back anything that needs to be said. Provides current, direct, complete and "actionable" positive and corrective feedback to others. Lets people know where they stand. Paces up people problems on any person or situation quickly and directly. Is not afraid to take negative action when necessary. Drives change.
- Dealing with Paradox: Can act in way that seems contradictory. Is very flexible and adaptable when facing tough calls. Can combine seeming opposites like compassionately tough, stand up for self without

trampling others, set strong but flexible standards. Can act differently depending up the situation. Is seen as balanced despite the conflicting demands of the situation.

- Interpersonal Savvy: Relates well to all situations: up, down and sideways, inside and outside the organization. Builds rapport; builds constructive and effective relationships. Uses diplomacy and tact and can diffuse high-tension situations comfortably.
- Developing Others: Implements effective talent management practices; accurately forecasts talent needs; identifies, assesses and acquires top talent; develops and deploys talent resources to maximize value. Provides challenging and stretching tasks and assignments; holds frequent development discussions; is a people builder.
- Building Effective Teams: Blends people into teams when needed. Creates strong morale and spirit in the team. Shares wins and successes. Fosters open dialogue. Champions autonomy and accountability. Defines success in terms of the whole team. Creates a feeling of belonging in the team.
- Fostering Partnerships: Inspires collaborative relationships with an inclusive style. Creates consultative relationships to build trust and respect amongst diverse groups.
- Communication: Communicates effectively with internal and external stakeholder groups – verbally, in writing and via presentation. Is able to effectively convey thoughts and ideas.

WORK ENVIRONMENT

- Office location – Burlington, Ontario, Canada
- Office hours are generally 8:30 AM to 4:30 PM (with some flexibility), Monday to Friday
- Occasional travel will be required for the purpose of meeting with clients and stakeholders (in the GTA)
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

SSW EMPLOYEES ENJOY:

- Competitive compensation.
- Group benefits package with Sun Life.
- Generous vacation entitlement.
- One of the top pension plans in Ontario (Healthcare of Ontario Pension Plan-HOOPP).
- Employee & Family Assistance Program (EFAP).
- Flexible environment.
- Family feel culture.
- Summer hours.
- Tuition reimbursement.
- Professional development opportunities.

To apply, please email your resume to careers@ssw.ca indicating the **position title** and **posting #** in the subject line. As part of the initial recruitment process, selected candidates may be asked to complete a Job Feedback form. Please note that this does not guarantee advancement to the next step in the recruitment process.

We thank all applicants for their interest in Shared Services West. Only qualified candidates selected for interviews will be contacted. If contacted for an interview, please inform us should any accommodation be required.