
File: 2019-101-1216
Position: Supervisor, Logistics
Department: Operations
Location: Trillium Health Partners
Posted: December 16, 2019
Deadline: January 3, 2020
Status: Permanent Full Time

Trillium Health Partners (THP), Halton Healthcare Services, and William Osler Health System own and operate Shared Services West (SSW) Regional Materials Management. SSW's mandate is to leverage coordinated sourcing, purchasing, logistics, and other contract administrative services to 11 Hospitals (18 Hospital sites).

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 SSW Supervisor, Logistics position operates within the SSW standardized policies and procedures, taking into account THP's own unique hospital needs, to provide best value and continuous improvement in quality of services which ultimately facilitates the appropriate and timely allocation of staffing and product resources to direct patient care.

Reporting to the Manager, Logistics, the Supervisor, provides smooth day to day department operations including supervision of Shipping & Receiving staff, Just-In-Time supply replenishment, all Storekeepers and Operating Room (OR) Supply Management Coordinators (SMC) at the designated THP hospital site(s).

In consultation with key hospital staff members and vendors, the Supervisor monitors and maintains inventory levels in Central Stores and on Just-in-Time (JIT) carts throughout the hospital taking proactive steps to minimize any supply disruption which may impact the delivery of patient care. The Supervisor is responsible for staff scheduling, including vacation and sick coverage, and personally provides coverage for absences of SMCs as required.

PRIMARY RESPONSIBILITIES

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

- Providing hands-on customer service to hospital end-users in their product supply by directing and coordinating all hospital materials activities to ensure delivery performance and inventory goals.
- Responsible for all JIT (Just-In-Time Inventory) inventory operations for the hospital; this includes, but is not limited to, communicating and promptly initiating requests to add items to JIT carts, ensuring space requirements are handled appropriately, maintaining the JIT inventory min. and max quotas by collaborating with the clinical and non-clinical staff; ensuring all applicable paperwork is sent to the hospital JIT external vendor in a timely manner to complete the process of adding items to JIT.
- Performing annual/semi-annual PAR level reviews of supply cart inventories for each hospital department and working with department leads to implement suggested changes.
- Performing regular supply room audits to ensure proper organization, product rotation, and storage requirements are being met.
- Working with vendors to ensure timely receipt of goods and services, resolving stock outs and/or proactive planning to avoid inadequate product supplies throughout every day of the internal control and risk management.
- Communicating to clinical and non-clinical hospital staff the status of backorders, supply disruptions, or product quality concerns to ensure seamless daily operations of hospital activities.
- Working closely with the Manager, Logistics, identify, recommend, and participate in the implementation of process and inventory improvements, including staffing levels and functions, to minimize operating risk and patient risk to achieve organizational efficiencies.
- Product Implementations/ Conversions ensuring operations meet all hospital mandated timeframes and deadlines (i.e. agreed upon go-live conversion dates).
- Provide Department Leadership to SMCs and Storekeepers by :
 - Providing day to day supervision to ensure compliance to SSW and THP organizational policies, including Human Resource management and training requirements.
 - Ensuring all operational activities are aligned with the hospital's appropriate Collective Bargaining Agreement.

- Maintaining schedules, including vacation and sick coverage, to ensure appropriate resourcing.
- Performing regular coaching and reviews for all staff.
- Providing absence relief in a supervisor capacity for the Manager and maintaining the key reporting relationships with the THP Corporate Services Director, THP Project Finance Director, and THP Product Evaluation and Standardization Corporate Coordinator.

POSITION REQUIREMENTS

Work Experience

- Minimum 3 years' of experience in Logistics, preferably in a hospital setting, and/or in a multi-site setting, and/or 24/7 continuous operations.
- Supervisory experience in a unionized environment required.
- Project experience preferably to improve operational efficiencies or directly related to Just-In-Time inventory optimization.

Education

- Formal Education in the Supply Chain Management practices. P. Log, APICS or SCMP designation preferred.
- Preferred College diploma or University degree in Business or related field.
- Leadership training is an asset

Technical Skills

- Working knowledge of MS Office applications (e.g. Advanced Excel skills to interpret trends and data)
- Knowledge and experience in Material Management systems, preferably Meditech HIS, Cardinal Tofino
- Knowledge of Medical Terminology is an asset

Personal Skills

- Attention to detail (e.g. validating UoM consumption, forecasting usage requirements for the hospital, evaluating packaging strings, etc.)
- Continuous improvement mindset to deliver exemplary customer service while managing risk.
- Time Management ability to multi-task across competing priorities.
- Listening and Communication skills.
- Leadership skills to resolve conflicts, develop staff, promote teamwork, etc.

WORK ENVIRONMENT

- Office location – Mississauga, Ontario, Canada (primarily in office, loading dock, supply rooms and on Hospital floors)
- Office hours are generally 8:00 AM and 4:00 PM (with some flexibility), Monday to Friday
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions
- Some travel will be required for the purpose of meeting with clients and stakeholders (in the GTA)

PHYSICAL REQUIREMENTS

- Work requires some light to moderate physical exertion. It calls for bending, crouching, stretching, reaching, frequent walking, and pushing and pulling of delivery trolleys. It calls for occasional lifting of light to medium weight objects by hand (up to 30 lbs).

SSW Employees enjoy:

- Competitive compensation including excellent benefits package with Sun Life and generous vacation entitlement.
- One of the top pension plans in Ontario (Healthcare of Ontario Pension Plan-HOOPP).
- Employee & Family Assistance Program.
- Flexible environment, Family feel culture and Summer Hours.

In addition we offer professional development opportunities:

- Tuition reimbursement.
- Harvard Mentor Online training, Crucial Conversations Training and other Customer Service training.

To apply, please email your resume to careers@ssw.ca indicating the **position title** and **file #** in the subject line. As part of the initial recruitment process, selected candidates will be asked to complete a Job Feedback. 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.