Leader, Patient Experience Program

**BC Cancer Agency**

**Reference #64346**

**Regular Full Time**

**Vancouver, BC**

Reporting to the Provincial Director, Patient Experience Program, the Leader, Patient Experience, works closely and in collaboration with regional cancer centres, health authorities, medical leaders, primary care providers and community partners for planning and implementation of activities related to patient experience across the continuum. Stakeholder, change management, project and program management, knowledge transfer and exchange, and health service planning skills and knowledge are used to enhance community capacity and quality of the patient experience in cancer care.

The Leader also facilitates the development, execution and evaluation of program and project activities through a coordinated, interdisciplinary approach and conducts reviews of programs, undertakes program evaluation and research directly or in conjunction with provincial and national research teams. The Leader supports survey development, engages and facilitates public forums and focus groups to provide for patient, professional and public input to inform program development.

The Leader may also support and lead subcommittees, working groups and project teams.

**Key Accountabilities**

- Leads the development, implementation and evaluation of patient experience activities in conjunction with regional cancer centres, health authorities and primary care providers by determining priorities and objectives to promote evidence-informed approaches for patient experience and capacity building within the community.
- Provides overall project management for assigned projects including, project planning, monitoring of project budgets and deliverables, and staff supervision. In addition, provides leadership to project teams to identify risk and resolve issues across projects, departments, collaborators, regulators and external stakeholders.
- Develops proposals, funding partnerships and business cases in line with the Program's research and program agendas.
- Engages regional cancer centers, Community Oncology Network sites, regional health authorities, medical leaders, primary care providers, community partners, patients and families to facilitate and support delivery, evaluation and research for seamless transitions of care from the tertiary centers to the community.
- Negotiates and facilitates consensus related to evidence-informed patient experience activities.
- Plans, develops and implements communication and engagement strategies as well as knowledge transfer and exchange activities based on adult education principles and leveraging technology platforms.
- Leads and supports health service planning in the area of patient experience.

**Qualifications**

Education, Training and Experience

A level of education, training, and experience equivalent to a Master’s Degree in a related health field. A minimum of five years’ experience as a manager, coordinator or leader in a health related field developing community based health programs.

This role collaborates with patients, families and health professionals to bring the user voice into service design, planning and review. Skills in volunteer management, survey design and implementation and quality improvement are integral to the role. A second language is an asset.

Skills and Abilities

- Demonstrated strong program evaluation and research skills and experience in a leadership position.
- Effective planning and communication skills.
- Strong negotiation, mediation and facilitation skills.
- Demonstrated commitment to change and process management.
- Strong analytical, problem solving and critical thinking skills.
- Knowledge of current and emerging evidence based practice in standards and guidelines, stakeholder engagement and continuing education and adult learning principles.
- Experience in community based approaches for support and clinical interventions in community cancer care.
- Demonstrated expertise in developing business plans and program implementation.

The Leader is expected to be able to travel locally, provincially and nationally. The incumbent is required to have suitable efficient transportation.

We invite you to apply by clicking the “Apply Online Now” button where you can register for the first time or enter your Username and Password in order to re-access your profile on our system.

https://ubs.phsa.ca/ubs/vancouver/leader-patient-experience-program/vcp/64346

Applications will be accepted until this position has been filled.

For more information on all that PHSA has to offer, please visit ubs.phsa.ca.

For more information about the BC Cancer Agency, please visit bccancer.bc.ca.

PHSA is committed to employment equity and hires on the basis of merit. We encourage applications from all qualified individuals, including Aboriginal peoples, persons with disabilities and members of visible minorities.

The BC Cancer Agency (BCCA) is committed to reducing the incidence of cancer, reducing the mortality from cancer, and improving the quality of life of those living with cancer. BC Cancer Agency provides a comprehensive cancer control program for the people of British Columbia in partnership with regional health authorities to deliver a range of cancer services, which include prevention, screening and early detection, diagnosis and treatment, research, education, supportive-care, rehabilitation and palliative care. It operates six regional cancer centres in Surrey, Kelowna, Vancouver, Victoria, Abbotsford and Prince George, along with two research centres that conduct research into the causes and cures for cancer.

BCCA is an agency of the Provincial Health Services Authority (PHSA), which plans, manages and evaluates specialty and primary health care services across BC. PHSA embodies values that reflect a commitment to excellence. These include:

- Respect people • Be compassionate • Dare to innovate • Cultivate partnerships • Serve with purpose

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