

INTERNSHIP – HEALTHCARE MANAGEMENT

BC Children’s Hospital & UBC Department of Pediatrics



Term:	12-month (6-month probation) Full-Time - 37.5 hours per week
Organization:	BC Children’s Hospital & UBC Faculty of Medicine, Pediatrics
Unit:	Physician Administration, Projects and Planning Unit & BCCH Digital Lab
Compensation:	\$39,150 - \$50,895, plus benefits and professional development funding (TBD)
Location:	BC Children’s Hospital – 4480 Oak Street, Vancouver BC, V6H 3N1

SUMMARY

The goal of the Internship Program is to provide individuals with a unique opportunity to gain experience in healthcare administration through exposure and support for a range of activities and projects at BC Children’s Hospital (BCCH). The current role is embedded within the Physician Administration Portfolio at BCCH, which is a uniquely integrated entity of the Hospital and the UBC Department of Pediatrics. Reporting directly to the Senior Director, Planning and Projects Unit, the incumbent will provide key support to a broad range of portfolio initiatives, including complex strategy and planning projects, business cases, and various related initiatives. As the Unit provides oversight for BC Children’s Hospital Digital Lab, the incumbent will also be actively engaged in related digital health and technology related projects.

WORK PERFORMED

- Support a variety of core projects, processes, and business operations within the portfolio; this may include strategy development and implementation, data analytics and reporting, physician compensation and medical affairs, integrated business operations, clinical services planning, and/or information systems and technology.
- Support administrative operations and provide direct support services to the Senior Director, Planning and Projects Unit; this may include meeting scheduling, agenda preparation, records of discussion, operational coordination of action items and associated administrative tasks for the portfolio as a whole, or components of.
- Conduct research to support business cases, strategy development, and corporate planning processes; this may include independent information and data collection, synthesis, analysis, and verbal/written presentations.
- Develop an understanding of the processes and procedures and assist with various projects, as required.

Complexity of Tasks

- Duties are of a moderate complexity and require a high level of attention to detail and accuracy. The incumbent is expected to have excellent communication skills and be able to multi-task on competing deadlines.
- Training and support will be available to the incumbent in improving knowledge and skills throughout.

Supervision Received

- The incumbent reports directly to the Senior Director, Planning & Projects, Physician Administration Office.
- Working both independently and in a team environment, the incumbent is encouraged to problem-solve, and will be invited to actively participate in operational and planning meetings, with various stakeholders.
- The incumbent works under established policies and procedures and is expected to exercise a degree of personal initiative and judgment in prioritizing tasks and actions items.
- The incumbent will receive instruction and mentorship on completing new tasks and work assignments.

Progression:

- It is expected that the intern will significantly increase their knowledge and skills throughout their tenure; as such, it is anticipated that work assignments will increase in complexity during the term. By the end of the term, it is anticipated that incumbents will be adequately prepared for entry-level administration or management-in-training role, such as business operations or project assistant, project coordinator, program administrator, etc.

QUALIFICATIONS

Education & Experience:

- Current part-time student or recent graduate of a post-secondary degree in a related field (e.g. Bachelors of Business Administration, Masters of Business Administration, Masters of Health Administration, etc.)
- While a current post-graduate program or completed degree is an asset, exceptional applicants with an undergraduate degree will also be considered. Preference will be given to applicants interested in pursuing further academic training, such as a Master of Business Administration or Masters in Health Administration.

Previous Skills, Knowledge & Abilities:

General understanding and a keen desire to develop in the subject areas of Health Systems Planning, Business Administration, and Project Management are essential. The following are beneficial, but **not mandatory**:

- Strong computer skills in MS Office Suite, including Excel, Word, PowerPoint, and Outlook
- Knowledge or experience in computer programming or statistical languages (e.g. Python, Stata, R, etc.)
- Previous experience in health care or a health services delivery environment.

Personal Characteristics for a Great Fit:

- Strong analytical and critical thinking skills
- High level of accuracy and attention to detail
- Great organizational and time management skills
- Works well in individual and team environments
- Self-motivated and quick to learn new skills
- Exercises sound judgment and problem-solving skills
- Excellent written and oral communication skills

INCUMBENT LEARNING COMPONENT

Orientation & Training:

The successful incumbent will receive:

- Structured orientation, including facility tour, overview of key tasks and responsibilities of the position.
- Introductions to the various administrative staff and management within BC Children's Hospital
- Job specific orientation and training as required for specific projects.

Feedback & Ongoing Support:

- The incumbent will receive structured mentorship and support from key leaders within the Office. The incumbent will be encouraged to develop breadth of knowledge beyond their specific duties and tasks, and will be supported to create a personal and professional development plan to guide their progression.
- Ongoing support will be given to gain the skills required to work in a positive team environment.
- Structured monthly check-ins with continuous feedback and transparent, open communication.
- More formal feedback provided after completing specific tasks and projects.

Encouragement & Support for Reflection:

- Frequent opportunity for reflection, feedback through brainstorming sessions and open communication
- Encouraged to provide ideas and introduce efficiencies to projects, tasks and procedures
- Regular mentorship opportunities / direction provided by senior leadership
- Stepping stone to portfolio creation and continued professional growth in the related fields

Personal, Professional & Academic Development:

- Upon successful completion of a 6-month probation period, the position will be elevated to Project Coordinator (Internship), which will assume more responsibilities in completing project deliverables; this change signals a new level of responsibility and autonomy both internally, as well as to future prospective employers.
- Opportunity and support in setting measurable and achievable goal setting; and working to deadlines.
- Opportunity to development written and verbal communication skills through frequent preparation of reports, presentations, analysis briefings, etc. The incumbent will be encouraged to also give and receive feedback.
- The incumbent will develop skills in leadership, collaboration, networking, and decision-making.
- Intercultural awareness, and the opportunity to observe the inner-workings of a unique hospital portfolio.
- The incumbent will be encouraged to develop highly-effective time-management skills and personal processes.
- Self-reflection and life-long learning; incumbents will be expected to prepare a growth plan, which may or may not include formal academic or technical training. In some cases, this training may be partially or fully funded.
- Interns may be provided with dedicated time for professional development, as agreed by his/her supervisor. Training may include formal/informal curriculum – for example, courses from the Institute for Health Improvement, BC Patient Quality and Safety Council, Canadian College of Health Leaders, etc.

Compliment to Classroom Learning:

- For those incumbents in a current part-time academic program, the internship will provide an opportunity to applying their theoretical knowledge in a real-world setting; the incumbent will be expected to regularly update his/her leader and peers on topics being covered in their coursework, and asked to develop strategies for applying their lessons within the team and portfolio of projects.
- Interns interested in continuing further academic/technical training will be supported in their endeavors through formal coaching and feedback sessions to support their applications to graduate school (or equivalent). In some cases, graduate school application fees may be partially or fully funded by the Office.

Workplace Skills Development / Graduate Competencies:

- Opportunity and exposure to a diverse and unique environment; healthcare, education, technology, business.
- Opportunity to learn about industry trends in subject-matter areas of interest.

Opportunities to Expand Network:

- Participation in Institute (and hospital) networking events held at various times throughout the year.
- The incumbent will have the opportunity to work alongside professional staff during their day-to-day operations and depending upon the project or task they have undertaken, they will attend meetings at various levels.
- Interns will be supported in structured plans to connect with individuals outside the local hospital network.
- Project assignments will allow the intern to spend time with various members of the staff, management and professional community at the BC Children's Hospital to learn more about their specific jobs and functions, allowing for relationships and connections to be developed that can greatly enhance the incumbent's professional growth and form the beginnings of the incumbent's future network.

DEADLINE FOR APPLICATIONS

Applications for the current internship cycle will be accepted until [**Insert Date**] There is no application fee.

Though this position is an integrated role between University of British Columbia (UBC) and BC Children's Hospital (BCCH), an agency of the Provincial Health Services Authority (PHSA), the recruitment will be structured through UBC for administrative reasons. For questions or to submit your application, please email pediatrics.med@ubc.ca. Applications should include a resume, copies of academic credentials, and a brief letter detailing your interest in the role.

Due to the number of applications received, we regret that we are unable to contact all applicants. If you have not been contacted by [**Date**], we thank you for your interest and encourage you to consider future opportunities with us.