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OPPORTUNITY PROFILE

EXECUTIVE DIRECTOR, COMMERCIAL & BUSINESS MANAGEMENT



**Provincial Health
Services Authority**

OPPORTUNITY PROFILE

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THE ORGANIZATION: PROVINCIAL HEALTH SERVICES AUTHORITY

Provincial Health Services Authority (PHSA) is one of six BC health authorities—the other five health authorities serve geographic regions of BC. PHSA's primary role is to ensure that BC residents have access to a coordinated network of high-quality specialized health care services with a provincial mandate.

PHSA oversees the coordination and delivery of provincial programs and highly specialized healthcare services. Specialized services include resource-intensive services, such as heart surgery, transplants, and cancer treatment, which cannot be delivered in every community.

PHSA works with BC's health authorities and the Ministry of Health to bring healthcare closer to where BC residents live, promote health, manage chronic conditions & reduce the burden of illness.

The PHSA Alliance Office provides overall management for delivery of the Workplace Evolving Services and Technology (WEST) Agreement between the six health authorities and NTT Data Canada Inc. (NTT) for the delivery of technology services across all six BC health authorities with a focus on driving transformation and achieving desired clinical outcomes.

PHSA and NTT work together through an agreement of a Shared Vision (shared intention), Guiding Principles and Intended Behaviours (behavioural statements), meant to guide the business relationship and document shared objectives and aspirations. This commitment assists in establishing a collaborative relationship where all parties are vested in shared outcomes and work together to achieve them.

The WEST relationship management structure enacts and supports joint policies, practices and governance structures that emphasize the importance of maintaining and enhancing collaborative working relationships, attitudes, and behaviours. The governance structure has a horizontal or peer-to-peer alignment to ensure PHSA and NTT are accountable for success, together.

To learn more, please visit PHSA's [website](#)

THE OPPORTUNITY: EXECUTIVE DIRECTOR, COMMERCIAL & BUSINESS MANAGEMENT

The Executive Director, Commercial and Business Management reports to the WEST Executive Relationship Lead and works within a complex, province-wide multi-site environment, consulting with WEST, PHSA, and Health Authority (HA) Executives to ensure the financial, business, and commercial aspects of the WEST Agreement are aligned with the needs of the HAs, NTT, and the PHSA vision, mission, and values. Oversees the contract, business, and financial management functions; directs vendor contract performance and contract changes; leads the development of the WEST strategic plan and financial accounting, billing, and reporting; and responsible for developing and recommending new financial control policies and procedures. The Executive Director is accountable for planning, allocating and managing the physical, human, and financial resources for their portfolio.

The Executive Director manages multiple, concurrent deliverables within tight timelines and exercises professional judgment involving complex and diverse issues, as well as the need to lead, negotiate, consult, and collaborate with a wide variety of Executive Stakeholders and Vendor Representatives. The position makes decisions and recommendations where there is a high degree of risk and uncertainty due to the size and complexity of the environment.

Key Accountabilities

- Overall accountability for WEST contract, business, and financial management functions. Oversees budget & resources for area of responsibility, including approving budget recommendations, allocating resources, monitoring budget performance, planning & adjusting operations. Represents WEST as a member of various PHSA financial, contract, and business forums and initiatives.
- Leads the NTT vendor relationship(s) and HA executive stakeholder relationship(s) related to WEST contract, business, and financial management. Communicates and maintains contact with a wide variety of external stakeholders, including the Ministry of Health, external and internal Legal Councils, the HAs, and related third party representatives.
- Oversees vendor contract performance, contract changes, and contract deliverables per the Terms of the Contract and Statement of Intent. Facilitates good faith negotiations related to proposed changes.

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- Leads the development of the WEST strategic plan, in support of HA roadmaps and aligned with the broader PHSA Strategy; ensures continual alignment between contract, financial, and business interests of the Agreement; and oversees the Dispute Resolution Process.
- Provides recommendations regarding term extension and development of a scorecard. Ensures business review of project proposals and project approval.
- Oversees the financial accounting, billing, and reporting in accordance with the WEST Economic Model and terms of the contract; allocates and disburses HA costs per the terms of the contract. Ensures payment of all fees to NTT per the terms of the contract; ensures proper internal controls exist within WEST to meet PHSA and Board approved financial policies and to comply with all statutory requirements; and ensures that financial reporting and activities meet the requirements of the Ministry of Health, the Health Authorities, the PHSA, and any external audit functions.
- Oversees staff; establishes clear definitions of responsibility; evaluates performance in collaboration with appropriate stakeholders; fosters a positive working environment; listens to concerns; and enables decision-making. Supervises, leads, and manages designated staff using effective management techniques such as coaching, mentoring, and skill development.

Qualifications

A level of education, training, and experience equivalent to a Master's degree in Computer Science or Business Administration with a focus on business/financial management and customer service and ten (10) to fifteen (15) years of experience in progressively more responsible roles managing multiple large, cross-functional teams and/or projects in a large scale multi-site organization.

Key Competencies

Business and Financial Management- Experience in leading business and financial management and customer service. Demonstrated ability to manage financial resources appropriately and establish financial controls.

Innovative- Innovative leadership skills with ability to lead, manage and develop others.

Collaborative- Proven ability to foster a collaborative team approach to decision-making and to facilitate partnerships and cooperation to achieve goals.

Stakeholder Engagement and Facilitation- Strong communication and business relationship skills.

Emotional Intelligence- Ability to handle interpersonal relationships judiciously and empathetically.

Coaching and Mentoring- Ability to engage with team in a thought-provoking and creative process that inspires and maximizes personal and professional potential.

Partnership Building- Ability to lead through influence with a wide range of stakeholders. Ability to grow and sustain mutually beneficial working relationships.

Interpersonal Skills- Exceptional communication, interpersonal, and public relations skills.

Communication and Presentation Skills- Exceptional verbal and written communication skills.

Influence and Negotiation Skills- Ability to negotiate and mediate resolutions to complex situations.

Decisive Decision Making- Ability to make timely decisions and judgements.

Strategic Thinking and Planning- Ability to develop and implement strategies in alignment with the strategic direction of the organization.

Service Performance Manager- Ability to work in a complex out-sourced/shared services/matrixed organization.

Adaptability- Ability to function effectively in a highly dynamic fast paced, continually changing environment.

Problem Solving- Ability to provide strategic direction and to analyze and resolve problems resourcefully.

Critical Thinking- Ability to think critically and to make decisions and recommendations in a complex environment.

Achieve Results- Ability to manage a number of projects/initiatives simultaneously and achieve objectives and goals.

Calculated Risk Taker- Ability to identify and assess risks and make strategic decisions to mitigate impacts.

COMPENSATION

A competitive compensation package will be provided including an attractive base salary and excellent benefits. Further details will be discussed in a personal interview.

FOR MORE INFORMATION, PLEASE CONTACT:

Morgan Maguire or Tony Kirschner

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