



Position Profile

Program Director, Healthcare
2022



About Cystic Fibrosis Canada

Cystic Fibrosis Canada has dramatically changed the cystic fibrosis story. We have advanced research and care that has more than doubled life expectancy. Since being founded by parents in 1960, Cystic Fibrosis Canada has grown into a leading organization with a central role engaging people living with cystic fibrosis, parents and caregivers, volunteers, researchers and healthcare professionals, government and donors. We work together to change lives through treatments, research, information and support. Despite our remarkable progress together, we are not yet done. Not when children with cystic fibrosis still have only a 50% chance of living beyond their 50s. We will keep pushing, keep going further, until all people with cystic fibrosis can and do experience everything life has to offer — and enjoy everything life has to offer.

<https://www.cysticfibrosis.ca/>

The Role

The fundamental purpose of the Program Director, Healthcare is to work with the cystic fibrosis clinics and patient community to help **reduce the burden of care** for those living with cystic fibrosis and to understand how to best serve the clinical care needs of the cystic fibrosis community.

Reporting to the Chief Scientific Officer, the Program Director, Healthcare will have a significant role in creating and implementing the strategic direction of Cystic Fibrosis Canada's healthcare program. This includes providing leadership to design new directions for the organization's healthcare programs and to manage and implement programs such as grants and awards, care improvement initiatives, clinic accreditations, and the development of care guidelines and standards of care.

To accomplish this, the Program Director, Healthcare is the key liaison with the 41 cystic fibrosis clinics across Canada, ensuring excellent relationships are maintained, that information flows freely, and that Cystic Fibrosis Canada is creating support for clinicians and patients. These crucial connections are the building blocks needed to develop programs and to gather data essential to creating the best possible supports for the CF patient community. The Program Director, Healthcare oversees a \$1.5M budget and is responsible for setting and ensuring measurement on key performance indicators that evaluate the impact of Cystic Fibrosis Canada and our work in this area.

Deeply motivated by Cystic Fibrosis Canada's core values of empathy, accountability, collaboration and innovation, the Program Director, Healthcare is an ambassador for the organization, connecting with stakeholders, such as patients and caregivers, clinicians and health institutions, government and regulators, national and international partner organizations, and the pharmaceutical and biotech industries.

Key Responsibilities

Strategy Development and Implementation (30%)

- Create a plan with key business priorities based on formal and informal consultation with internal and external stakeholders.
- Develop and design a multi-year operational plan with key metrics to identify ROI.
- Identify creative and innovative ways to allow Cystic Fibrosis Canada to provide more impactful programs to serve the cystic fibrosis community, including leading pilot programs and new initiatives.

- Oversee the launch of new healthcare programs and evaluate and communicate their impact over time.
- Identify additional opportunities and partnerships to fund new pilot programs and initiatives highlighted in the strategic plan.

Clinic and Patient Relationship Management (60%)

- Liaise with clinic directors, allied professionals and patients to better understand the needs of those living with cystic fibrosis and implement care improvement programs.
- Ensure healthcare programs are informed by patient priorities and that people living with cystic fibrosis are engaged.
- Develop clinical care standards and best practices with and for the clinics.
- Manage clinic funding support, such as grants, ensuring that distribution is fair, equitable and well communicated.
- Promote and manage the Clinical Fellowships grants program.
- Conduct site visits of the 41 clinics throughout Canada to facilitate the accreditation process.

Operational Leadership (10%)

- Manage the healthcare budget and ensure internal control over program expenditures.
- Support Cystic Fibrosis Canada's communications and marketing efforts by providing needed content, such as writing articles of interest or identifying topics of interest.
- Develop and implement operational policies and procedures to govern healthcare programs.
- Collaborate with the Mission to identify overlapping areas of interest/need.
- Collaborate with the fund development and regional teams on areas of opportunity for revenue and connection with our regional stakeholders.
- Provide support to the Healthcare Advisory Committee.

The Opportunity

Funding of the drug Trikafta in Canada has created an unprecedented time for people with cystic fibrosis. Trikafta allows people with cystic fibrosis to live longer with an improved quality of life and as such, the Program Director, Healthcare will be pivotal to ensuring that standards of care evolve in accordance with needs of the population and supporting evidence. The mission team is committed to innovation, creativity and program improvement as a key part of its mandate and is looking for someone equally committed to join their team.

The Ideal Candidate

You are the ideal candidate if you have a minimum of 7 years experience working directly with chronically ill populations creating programs and initiatives focused on improving the quality of care for patients. Knowledge translation and knowledge exchange experience is an asset as is experience working directly with the cystic fibrosis population.

You have managed health-related projects that involved consultation from a wide range of stakeholders, including patient groups, clinic leaders and allied professionals. You have experience in a client/customer-facing role with a high degree of relationship management. You have used data

and consultations to build new programs and initiatives that have improved the lives of those you serve; this includes pilot programs to test new ideas.

Experience has taught you to be an innovative thinker who is dedicated to healthcare improvement. You are familiar with and sensitive to the needs of a chronically ill population and are driven to improve both the quality of care and the patient experience.

You have worked collaboratively on a team with other health professionals to build strategies outside of your domain.

You possess a bachelor's degree in a relevant discipline (e.g., science, health policy, public health, nursing clinical care etc.); graduate-level qualifications are an asset.

Personal Attributes

You enjoy building relationships with a wide variety of individuals and create rapport with others quickly and genuinely. You have a strong customer service orientation and are comfortable working with individuals who have long-term chronic illnesses. You are creative and innovative, and always searching for new opportunities. You are not afraid to take chances and try new things because your primary driver is bettering the lives of the people you serve. You address challenges in an open-minded, curious, and inclusive way, recognize patients as partners, and bring natural empathy and compassion to the role. Finally, you must be able to work autonomously and be a hands-on director who can both strategize and execute.

Core Competencies

Preference will be given to candidates who can communicate fluently in both English and French. In addition, you have:

- The ability to translate the needs of a patient care group into achievable programmatic initiatives.
- Excellent project management skills with the ability to apply recognized project management tools and practices.
- The fluency and flexibility to communicate effectively with a wide range of stakeholders, including complex scientific information.
- The ability to critically analyze business problems and offer forward-thinking and dynamic solutions.
- Excellent relationship management skills, and the ability to work with a wide range of individuals, including staff and colleagues, clinic staff, patients, pharmaceutical companies and the international cystic fibrosis community.

Location

The preferred candidate can work out of any Canadian city. Preference will be given to those who can travel to Toronto for team meetings and to events within Canada and North America.

How to Apply

We thank all candidates in advance. We will, however, contact only those selected for an interview. To apply, please submit, in confidence, a resumé along with a cover letter that sets out your interest in the role and highlights your relevant experience. Please include your salary expectations. The preferred method of application is online at searchsmartconnect.com/jobs

Cystic Fibrosis Canada is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age or veteran status.

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