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Director, Communications and Engagement

The **Champlain Local Health Integration Network (LHIN)** is one of fourteen LHINs established in Ontario by the Ministry of Health and Long-Term Care. Our mandate is to plan, coordinate, integrate and fund health care services at the regional level. The Champlain LHIN also delivers home and community care services, providing a wide range of health care services and resources to support over 58,000 patients each year at home, at school or in the community.

Primary Purpose:

Reporting to the Vice President of Communications and Engagement, the Director of Communications and Engagement is responsible for planning, developing, and implementing an Engagement and Communications Plan, which includes strategies, programs, and services to support the LHIN's activities, services, brand, and relationship management in a highly complex health sector environment. This role is multi-dimensional, incorporating community engagement, government relations, strategic communications and systems leadership.

Location: 1900 City Park Drive, Ottawa, Ontario

Key Accountabilities and Responsibilities:

- Plans, develops and implements collaborative community engagement strategies (i.e. building on activities undertaken by the Local Health Integration Network (LHIN) and partner organizations).
- Directs the development, implementation and evaluation of an integrated corporate communications strategy and plan (communications, community engagement, government relations) to share information with the public about the work and services of the organization and collaborate with partners, ensuring consistent alignment with the provincial health care agenda within an evolving health care landscape.
- Acts as the main representative of the Champlain LHIN for public and media relations issues, and as spokesperson, as appropriate.
- Plans, leads, and coordinates activities to ensure the effective creation and implementation of internal and external communications and community engagement activities.
- Oversees public events for the LHIN.
- Oversees the organization's response to questions and concerns from members

of the public on home and community care and health-system-wide issues.
- Provides senior-level leadership and direction to the directorate.
- Develops long-term objectives and strategy for the directorate in support of the LHIN's strategic plan.
- Works with the Senior Leadership Team to align and integrate the directorate's activities with the LHIN's objectives and to support other Directors on issues related to corporate management (e.g. strategic planning, policy formulation) while bringing a health system accountability perspective and subject matter expertise to consultations.
- Develops and leads a highly effective team by overseeing directorial human resource activities, including recruitment, performance management, talent development and coaching of direct (and indirect) reports.
- Develops, identifies and prioritizes directorial budget requirements, allocates available resources in accordance with organizational priorities, identifies trends in costs affecting allocation of resources and takes appropriate action when required.
- Manages the Pan-LHIN Translation Service.

POSITION REQUIREMENTS:

Education:

As an ideal candidate, you have a master's degree in Communications or Journalism, or an equivalent combination of relevant experience and education.

Experience and Knowledge:

- Extensive communications experience in a multi-stakeholder environment, preferably in the public sector and/or the health care industry.
- Experience analyzing the communications needs of diverse stakeholders and translating them into integrated communications materials and programs.
- Demonstrated success in building stakeholder and community partnerships.
- Experience integrating large and complex communications initiatives in a change environment.
- Extensive experience in issues management/crisis communications.
- Excellent writing skills and editing abilities.
- Understanding of health issues, priorities and needs within the Champlain region and recognition of the broader trends in health care policy and system development.
- Deep understanding of the Ontario health care system, and its stakeholders, structures and processes.
- Experience leading large-scale change and complex initiatives that require advanced skills in project, resource and change management.
- Experience in successfully leading highly effective teams and managing human

resources.
- Several years of progressive experience in a related field.
- Proficiency with Microsoft Office tools, particularly Word, PowerPoint and Excel.
- Experience with Microsoft SharePoint is an asset.

Language:

- Bilingualism English and French is required: Written Level C (comprehension and expression) and Oral Expression Level C.

To obtain a full job description, and to submit your cover letter and resume, please contact Human Resources at **HR.Champlain@lhins.on.ca** by **5 p.m.** on **Friday**, **December 22**, **2017,** noting **"Director, Communications and Engagement"** in the subject line.

We thank all who apply; however, only those selected for an interview will be contacted.

Individuals with a disability requiring accommodation during the application and/or the interview process should advise the recruitment contact at HR.Champlain@lhins.on.ca so arrangements can be made. The LHIN is an equal opportunity employer and all applicants are welcome.

For more information about the LHINs, please refer to our website: **www.champlainlhin.on.ca.**