Supervisor, Patient Care & Service Delivery

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Professional and Managerial Group

Supervisor, Patient Care & Service Delivery

Ontario Veterinary College Health Sciences Centre

Hiring #: 2019-0077

Please read the Application Instructions [1] before applying

The Ontario Veterinary College Health Sciences Centre (HSC) provides a comprehensive and innovative clinical environment for experiential learning and discovery through the provision of excellence in patient care and client experience.

The Supervisor, Patient Care and Service Delivery is one of five positions, each supervising a team of Registered Veterinary Technicians, Orderlies, SPD technicians, Client Services Staff, Animal Care Assistants and Medical Records Staff. The Supervisor ensures clients have a positive experience while at the HSC from first contact to discharge.

The services under the Supervisor’s scope of supervision include patient care and client services for the Companion Animal Hospital, the Animal Cancer Centre, and the Large Animal Hospital.

In this operational role, the supervisor takes a strategic approach to resource utilization (people and equipment) in a complex, 24/7 patient services operation, ensuring a smooth, safe, efficient hospital, teaching and research environment while meeting fiscal targets.

Key areas of responsibility include:

1. Effective leadership of a diverse team consisting primarily of regular full time staff but also including temporary full time and part time staff. Responsible for staff recruitment, orientation, training, skill development in multi-service areas, setting performance standards and facilitating personalized performance management processes. Also accountable for coaching and managing the performance of staff up to the point of discipline and/or termination.
2. Scheduling staff to correspond with service volumes and ensuring staff are cross-trained in a variety of service areas to ensure adequate coverage and to provide developmental opportunities.
3. Provide input regarding formulation, major expenditures, cost recoveries and revenue generation.
4. Identify and implement process efficiencies to improve client service, patient care, and teaching experience while reducing costs, avoiding costs and/or increasing revenue.

Interested candidates must meet the following requirements:

- 2 or 3 year Veterinary Technician/Technology diploma plus a minimum of 5 years of related experience, preferably in a veterinary environment, or an equivalent combination of education and experience
- Proven experience successfully leading a diverse team of employees; ability to create cohesion and cooperation among staff members; experience operating in a unionized environment is an asset
- Strong relationship building skills; able to gain trust and respect among all levels within a complex organization and among client groups
- Ability to support effective service delivery to clients, particularly in challenging circumstances
- Evidence of strong organizational skills as well as initiative and follow through
• Well-developed analytical and problem solving skills
• Proficiency with computer software including common office applications MS Excel, MS Word, and email are required
• Experience with Hospital Information Systems will be considered an asset.

Given the 24/7 nature of our operation, the Supervisors, Patient Care and Service Delivery are required to work rotating shifts which could include but are not limited to weekdays, afternoons. Supervisors are also on call every weekend and after hours for staff to call regarding any issues/concerns that may arise during their shift on a rotational basis. This may also include areas which are not ordinarily under their direct reporting areas.

A Protective Rabies Titre is required.

Position Number       620-014
Classification        P04

Professional/Managerial Salary Bands [2]

At the University of Guelph, fostering a culture of inclusion [3] is an institutional imperative. The University invites and encourages applications from all qualified individuals, including from groups that are traditionally underrepresented in employment, who may contribute to further diversification of our Institution.

Posting Date: 2019 01 30
Closing Date: 2019 02 06

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