Supervisor, Patient Care & Service Delivery

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REPOST

Professional and Managerial Group

Supervisor, Patient Care & Service Delivery

Ontario Veterinary College Health Sciences Centre

Two (2) Positions

Hiring #: 2020-0159

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 six positions who supervise a team of HSC 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 with the HSC to discharge.

The services under their 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:

- Effective leadership and support of a diverse team consisting primarily of regular full-time staff but also including temporary full-time and part time staff.
- Staff recruitment, orientation, training, skill development in multi-service areas, setting performance standards and facilitating personalized performance management processes.
- Hiring, developing, training and coaching staff and effective performance management.
- Scheduling staff to correspond with service volumes and ensuring they are cross-trained in a variety of service areas to: allow adequate coverage in all areas; provide developmental opportunities for staff; and to deal with fluctuations in workload.
- Providing input to the Manager, Hospital Operations on budget formulation, major expenditures, cost recoveries and revenue generation.
- Identifying and implementing process efficiencies to improve client service, patient care, and the teaching experience while reducing costs, avoiding costs and/or increasing revenue.

Requirements of the position include: 2 years of post-secondary education plus five years of related experience, preferably working within a Veterinary environment, or an equivalent combination of education and experience. Preferred candidates will have experience working in a leadership role within a Veterinary Clinic setting or similar environment and/or may have a Veterinary Technician/Technology diploma. A protective rabies titre is a requirement for this position. Candidates should demonstrate; strong relationship building skills; well-developed
analytical and problem-solving skills; evidence of strong organizational skills; the ability to support effective service
delivery to clients. Proficiency with Computer software including common office applications MS Excel, MS Word,
and email are required. Experience with Hospital Information Systems (Stringsoft) and OSCAR (Workforce
Software Time Entry and Scheduling software), an asset.

Given the 24/7 nature of our operation, the Supervisors, Patient Care and Service Delivery will be 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 a requirement for this position.

Position Number 620-015; 620-027
Classification P04*

Professional/Managerial Salary Bands [2]

*Tentative evaluation; subject to committee review.

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: 2020 08 24
Closing Date: 2020 09 08

Keywords: current [4]
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delivery

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