



Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Link's Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

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Job Board Posting



Careers.Indigenous.Link

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PROGRAM MANAGER, THE CLINIC

Job ID	41193-1354	
Web Address	https://careers.indigenous.link/viewjob?jobname=41193-1354	
Company	McMaster University	
Location	Hamilton, ON	
Date Posted	From: 2021-10-18	To: 2050-01-01
Job	Type: Full-time	Category: Education

Description

The Clinic is program based in the Michael G. DeGroote Health Innovation, Commercialization and Entrepreneurship (MGD Health ICE) within the Michael G. DeGroote Initiative for Innovation in Healthcare (MGD IIH). This innovative program offers a unique educational experience for students by providing exceptional course-based and experiential training in innovation, commercialization, and entrepreneurship. A dedicated lead for The Clinic is required to provide strategy, develop partnerships and relationships, develop the programming and align with future initiatives. The Program Manager will provide strategic leadership and guidance, build and maintain critical relationships with internal and external stakeholders, oversee education delivery and academic advising activities and develop, implement and maintain the efficient operations of The Clinic. Strategic Leadership, Planning and Advice Provides strategic leadership with respect to assigning priorities, identifying, and implementing new initiatives and decision-making. The Program Manager must be creative, proactive, and strategic, requiring a high-level of initiative and innovation to expand outreach and community relations and to support student success. Determines, develops, and maintains key performance indicators that effectively inform decision making, including metrics that support timely responses to emerging issues. Develops business plans to address student enrollment, collaborations with internal and external stakeholders, cost-effectiveness and program responsiveness to student, faculty and staff needs. Develops and implements both short and long-term plans to ensure the effective and efficient use of all operational resources. Develops and implements comprehensive promotional strategies that enhance the reputation and increases the profile of The Clinic in the community. Defines projects, assigns priorities, allocates staff, and monitors progress of new and existing projects as they relate to recruitment, advising and retention of students. Conducts market research to determine viability of new programs and works and develops the business case for new initiatives. Provides program updates and recommendations.

Relationship Management and Community Engagement Works independently to strengthen the reputation of the program Enhances the profile and reputation of The Clinic and its programming internally and externally by engaging the community through various outreach events. Conceptualizes, plans, and implement large-scale events that provide professional development opportunities for students to engage with external community members. This includes logistical oversight (securing venue, catering, financial management, outreach to external community members, guest list), determining an appropriate format/delivery and agenda, identifying and vetting speakers, and event execution. Manages program governance activities and relationships with participating internal and external community stakeholders of The Clinic Advisory Board. Sits as a member of the Advisory Board. Managing current relationships and developing new relationships with key internal and external stakeholders: FHS library, The Forge, IF, MILO, Synapse, resident program alumni, prospective students, prospective residents (if needed), mentors, coaches, board members, etc. Continues work on the development of the business plan and responsible for ensuring progress towards deliverables

- Building the team and playing a key role in development of direct reports
- Development of the project innovation courses in conjunction with educators The manager will be the "face" of The Clinic and actively promote it through various channels, continue to build relationships

Education and Academic Advising Oversees all academic and administrative activities pertaining to The Clinic programs including advising, recruiting, admission and in-course processes. Drives curriculum development through critical appraisal of industry needs which requires understanding of innovation, commercialization, and entrepreneurship as well as, new business concepts. Critically assess relevance of innovation, commercialization, and entrepreneurship opportunities to ensure the success of the Clinic residents/students. Ensures exceptional customer service to current residents, students, prospective students, faculty and staff and partners in other McMaster University Offices. Supports The Clinic residents/student success through the development of strong relationships with them and leaders. Develops strategies to address challenges, emerging trends and issues in The Clinic's education relevant to the program: Performs preliminary analysis on external prospective applicants (residents/students) to assess educational and work experience equivalencies and to determine potential suitability. Analyzes residents' application packages, interviews applicants, and recommends applicants for program admission and scholarships (if applicable). Coordinates the compilation of statistics, analysis of data, and preparation of reports that provides the basis for discussion and making recommendations for course/program changes. Implements continuous process improvement and best practices. Develops and maintains a strong liaison with a wide variety of internal and external stakeholder groups with a high degree of diplomacy and professionalism (e.g., Faculty of Health Sciences, FHS library, The Forge, IF, MILO, Synapse, resident program alumni, prospective students, prospective residents, mentors, coaches, board members. Mentors the Resident Alumni ensuring inclusivity, active engagement, and adherence to McMaster policies and procedures. Supervises and directs students as required

Human Resources Management Responsible for the human resources planning and administration through direct supervision of the The Clinic staff and provision of guidance to others in the reporting area. Works with the Director, Strategy and Operations and the Executive Director to manage the hiring, supervision and professional development of staff directly associated with The Clinic program. Reviews all new staff positions in The Clinic approves changes in employee status, approves revisions to job descriptions, and ensures compliance with Human Resources policies and procedures. Performs human resources management duties which include but are not limited to compensation, recruitment, staff development, scheduling, problem solving, continuing education, evaluation and team building in the workplace in compliance with McMaster policy. Ensures compliance with human resource policies and procedures; evaluates needs, recommends reallocation of resources and training; ensures internal

equity for remuneration of staff; and advises staff and faculty on human resource and labour law matters and provides leadership in organizational development through succession planning and training of staff. Consults with departmental HR Manager as appropriate. Engages in personal, team and leader development, celebrates and promotes diversity, actions learning to enhance value of work, inspires others using a coach approach, provides balanced and timely feedback. Recruits, trains, instructs, assigns work and deadlines and authorizes overtime, grants time off, evaluates work performance and recommends improvements, represents the employer in grievance proceedings, recommends disciplinary action, attends management meetings. Ensures the provision of frontline services to faculty, staff and students and sets quality standards. Implements Key Performance Indicators and monitors team performance and processes for potential improvements in program delivery.

Financial Management Budgetary oversight for The Clinic (expected to be approx. \$1-2M) as it aligns with overall initiative, in collaboration with Director

- manages, develops, and implements the annual program operating budget Develops and implements plans to ensure cost efficiencies, maintain and where feasible, increase program revenue. Authorizes expenditures, reviews and maintains all program accounts and ensures compliance with university and departmental financial policies and procedures. Provides financial analyses and projections and makes recommendations for corrective action, prepares reports and documentation for annual budget process and year-end. Seeks new funding through grants, external sponsors, government, etc

Physical Resources and Operations Management (Office, Teaching Rooms, Equipment): Reviews objectives and makes recommendations for the efficient utilization of space within the control of the program, maintains space inventory and interacts with other programs and departments for required services such as renovations, security, emergency responses etc. Maintains inventory of equipment and resources and has decision making authority regarding the acquisition and allocation of program resources. Ensures compliance with university and government regulations and exercising of budget controls.

For more information, visit McMaster University for PROGRAM MANAGER, THE CLINIC