Project Director, Project REACH Training, Go Live, and Conversion – Temporary Full-Time

**Location:** Toronto, ON, Canada

**Position Type:** Temporary Full-Time

**Department:** Clinical Informatics

**FTE:** 1.00

**Hours of Work:** 8 hrs

**Campus Site:** Multiple

**Shifts Weekday Required:** Days with flexibility for evenings and nights during go-live

**Shifts Weekends Required:** Flexibility required during training and go-live

**STAT Holiday(s) Required:** No

**Union Status:** Non-union

**Salary Range:**

Sunnybrook Health Sciences Centre is a nationally and internationally recognized academic health centre with multiple sites across the Greater Toronto Area (GTA). We provide expert, compassionate care to patients across Ontario, deliver broad and specialized education to thousands of learners, and lead cutting-edge research that shapes the future of healthcare.

As part of a major digital and clinical transformation, Sunnybrook is launching Project REACH, a multi-year initiative to implement a new health information system (HIS) across all campuses and satellite sites. Project REACH is rooted in clinical transformation and care redesign. Led by the Clinical Informatics Team, the project aims to enhance patient care, improve clinical workflows, and better support our care teams.

## We are seeking experienced leaders to serve as Project Directors for our Health Information System (HIS) implementation, Project REACH. Reporting to the Project REACH leadership team, Project Directors provide strategic and operational leadership for their assigned work stream, driving deliverables, facilitating cross-functional collaboration, and aligning with governance and organizational goals.

## The Project Director – Training, Go-Live & Conversion will lead cutover planning, go-live execution, training logistics, and readiness across all Sunnybrook sites. This role ensures a smooth transition to Oracle Health Millennium by coordinating training, support resources, and site preparedness.

**Responsibilities**

* Provide strategic and operational leadership for the Training, Go-Live & Conversion workstream, serving as the primary point of contact throughout implementation.
* Lead development and execution of the integrated readiness plan, encompassing cutover, training, go-live logistics, and command centre operations across all Sunnybrook sites.
* Oversee and support the Training and Conversion Managers in the planning and execution of their respective domains, ensuring alignment with organizational goals, vendor timelines, and clinical operations.
* Collaborate with vendor, technical, clinical, and change management teams to coordinate site readiness, address interdependencies, and proactively mitigate risks.
* Direct go-live logistics including staffing assignments (ATEs, Super Users, Virtual Support), readiness communications, and contingency planning.
* Ensure just-in-time support and escalation mechanisms are in place during go-live, including command centre staffing, issue management workflows, and real-time reporting structures.
* Monitor overall progress, evaluate team performance, and foster a supportive, high-performing environment for internal teams and go-live support staff.
* Liaise with Corporate Communications to ensure timely and consistent communication related to training, readiness, and go-live activities.

## Qualifications

* Bachelor’s degree in a relevant field (e.g., Healthcare Administration, Health Informatics, Information Systems); Master’s degree an asset.
* 7+ years’ experience managing large-scale clinical or enterprise IT implementations, with demonstrated success in leading training, go-live and cutover initiatives.
* Direct experience in HIS implementation in a multi-site academic or hospital setting. Experience with Oracle Health (Cerner) an asset.
* Proven experience leading cross-functional teams, including clinical, technical, and vendor staff.
* Strong project management skills including schedule management, resource coordination, and risk mitigation. PMP designation is an asset.
* Deep understanding of clinical operations and change management principles in a healthcare setting.
* Excellent verbal, written, and facilitation skills with a strong ability to influence across stakeholder groups.
* Ability to work onsite at any Sunnybrook location as needed, including during extended go-live hours.

## Key Competencies

* Results-oriented, with strong execution and accountability.
* Effective in high-pressure, fast-paced environments with shifting priorities.
* Strong leadership, collaboration, and relationship-building skills.
* Skilled in issue triage, escalation, and timely decision-making.
* Highly organized with attention to detail.