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| **HIS Training Manager**

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| **Competition #**  |  | **Location:**  | Bayview Campus |
| **Classification:**  | Temporary Full-time (minimum 24 months)  | **Department:** | Project REACH |
| **Salary:**  | $50.0420- $64.2160 | **Union:**  | Non-union |
| **Hours of Work:**  | Weekdays: Flexibility to work weekends and outside of core business hours dependent on project needs |

**Training Manager – HIS Implementation** Sunnybrook Health Sciences Centre is a nationally-leading and internationally-recognized academic health care centre based at several sites in the Greater Toronto Area (GTA). Our team delivers expert, compassionate care to patients from across Ontario; wide ranging and sometimes unique education to thousands of learners each year; and research and implementation of innovations that invent the future of health care. Since our first patient in 1946, Sunnybrook has evolved and expanded to become a network of integrated sites and campuses representing the full continuum of care including pre-hospital, acute, and post-acute and key specialty services for Ontario.Sunnybrook is embarking on a multi-year digital, clinical transformation project to implement a new health information system (HIS) across all campuses and satellite sites, through Project REACH. The project is a pillar of enabling exemplary patient experience and quality of care and therefore this is not solely an information technology initiative, but one founded in clinical transformation and care redesign. Led by the Clinical Informatics Team, Project REACH will strive to enhance patient care, streamline clinical workflows and support our clinicians.**About the Opportunity** With a vision for supporting an efficient patient experience and a consistent approach to clinical best practices, Sunnybrook is preparing to implement a Health Information System (HIS) and is looking for exceptional individuals to support the successful implementation of the HIS. Reporting to the Director, Clinical Informatics, the Training Manager will develop the training plan for End Users, Super Users and At The Elbow (ATE) support, in partnership with the HIS vendor, project leadership and change management. The HIS Training Manager will play a key role in ensuring the successful implementation of the HIS. The successful candidate will have the leadership and project management skills to manage multiple competing priorities and interdependencies to ensure the project remains on time and on budget. They will have strong stakeholder management and facilitation skills, as well as team building and team leadership skills with the ability to be seen as an inspirational and collaborative leader.**POSITION RESPONSIBILITIES*** Develop and implement the training plan for all HIS training needs in partnership with the vendor, project leadership and change management.
* Lead learning needs assessment, curriculum delivery methods, and provide input into the creation of a Sunnybrook training environment and course catalog.
* Provide direction regarding education and training policies and procedures across the organization for all application/technical areas of the project.
* Determine and secure required training resources (e.g. facilities, equipment), and staffing for classroom and online training.
* Execute training activities and manage a training team (approx. 40 team members)
* Lead the work to update training material such as job aids, training manuals, etc.
* Create training schedule and ensure all users are trained before they access the production environment.
* Work with Communications to share training requirements and schedules with employees through various methods (in conjunction with HIS Communications Strategy)
* Analyze of training evaluation feedback forms.
* Continuous evaluation and reporting of the end‐user education and training program.

**KEY COMPETENCIES REQUIRED*** Ability to lead training teams, collaborate with clinicians and IT professionals, and communicate effectively with diverse stakeholders.
* Expertise in designing, delivering, and managing large-scale training programs to ensure end-user readiness.
* Strong grasp of healthcare workflows to develop training that aligns with real-world system use.
* Skilled in coordinating training logistics, managing competing priorities, and executing programs on time and within budget.
* Ability to evaluate training effectiveness, address gaps, and drive system adoption through ongoing education.

**QUALIFICATIONS:*** Post-secondary education in healthcare, teaching, informatics, or a related field; or equivalent business experience
* Experience coordinating adult education and training in a healthcare and/or information technology setting an asset
* Working knowledge and understanding of learning platforms and LMS an asset
* Ability to assess the training needs of end users and design effective training materials and techniques for individuals with different levels of computer literacy
* Ability to communicate to a diverse audience ranging from unskilled personnel to highly trained and experienced professionals with a wide range of computer skills at all levels
* Ability to gain an in-depth understanding of clinical and operational workflows in order to develop and implement workflow documentation for training
* Able to work independently and collaboratively with cross-functional teams
* Excellent analytical, problem-solving and decision-making skills; verbal and written communication skills; interpersonal and negotiation skills
* A team player with a track record for meeting deadlines
* Willingness and ability to travel to all sites as required
* A results-oriented focus is essential, as is the ability to work in a fast-paced changing environment and effectively manage multiple deliverables simultaneously
* People and team oriented with a strong ability to establish an excellent level of confidence, credibility and cooperation with internal and external stakeholders
* Ability to communicate well, both verbally and written, is essential
* Ability to present information clearly and effectively

**Date Posted:** **Last Day for Application:** * The location and/or details in the job posting may change depending on operational needs.
* Qualified Applicants must submit both an Internal Application/Transfer Form and current Résumé to the Human Resources Department at their campus. Qualifications, skills and demonstrated satisfactory attendance and performance are considered as part of the selection process.
* Sunnybrook is committed to providing accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act (‘AODA’). If you require accommodation for disability during any stage of the recruitment process, please indicate this on your Internal Application/Transfer Form.
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