



Title	Implementation Project Manager
Posting Date	February 18, 2022
Expiry Date	March 4, 2022 (or open until filled)
Posting Type	Internal & External
Short Description	<p>Access Alliance Multicultural Health and Community Services (AAMHCS) is a Community Health Centre that aims to provide services and addresses system inequities to improve health outcomes for the most vulnerable immigrants, refugees, and their communities. The Centre envisions a future in which Toronto’s diverse communities achieve health with dignity.</p> <p>Access Alliance Language Services is a revenue-generating social enterprise program within AAMHCS, providing services to public sector and health agencies across the country. The growing and dynamic program currently uses a variety of systems to manage client intake, scheduling, billing, and quality assurance across a complex set of service offerings (over 200,000 interpreting and translation service requests/interactions annually). The program is planning to replace several of these systems to support program growth in an efficient manner. The replacement solution will be a commercial off-the-shelf CRM system with integrations to other systems (e.g., organizational financial system, telephony systems, etc.) as needed.</p> <p>The Implementation Project Manager will be accountable for leading the selection and implementation of the replacement system and associated integration and data migration, utilizing project management methodologies to coordinator successful execution of project activites while managing risk. Responsibilities will be carried out in accordance with the vision, mission and values of the organization as well as in alignment with our strategic priorities. Work effort will be flexible, depending on needs of project. We anticipate 750 hours for up to 12 months at most, expectation is successful applicant will be able to prioritize this project.</p>
Detailed Description	<p>RESPONSIBILITIES:</p> <ul style="list-style-type: none"> • Plan / lead collaborative efforts with Language Services team and other stakeholders (primarily internal to Access Alliance) to define business requirements (including data requirements) for the replacement solution. Create clear documentation that is understood by both technical and business audiences. • Lead the procurement process for the replacement solution by developing procurement documentation and coordinating the procurement process to select solution from 3rd party vendors • Coordinate external (selected vendor) and internal project team to implement the selected solution. In coordination with stakeholders, develop/maintain a work plan for each project and an overall work plan for all projects; communicate work plan and progress to stakeholders on regular and consistent basis. Ensure issues are identified, tracked, regularly reported on and resolved in a timely manner. Ensure clear documentation that is understood by both technical and business audiences is in place for the new system(s). Supplement vendor supplied orientation/training resources as required • Plan/lead the successful migration of data to the new system(s). <p>SKILLS ABILITIES AND QUALIFICATIONS:</p> <ul style="list-style-type: none"> • Minimum of 5 years of experience in leading and successfully implementing IT/CRM projects, preferably in health care and/or social enterprise setting(s) • Excellent knowledge and experience of IT implementation / project management / change management methodologies, particularly in health care and/or social enterprise setting(s) • Demonstrable experience in successfully planning and delivering projects throughout the entire lifecycle, from project initiation through to system deployment and adoption • Demonstrated record of success in change management

- Experience in applying good Security & Privacy practices in environments with high levels of sensitive / personal health information.
- Experience in development of project procurement documents for commercial off-the-shelf software including detailed requirements documentation and evaluations
- Knowledge normally attained through a university degree in Engineering, Computer Science, Business Administration, Health Sciences and/or related field
- Project Management Professional (PMP) certification is an asset

Salary Scale: Compensation commensurate with experience

Hours: To be determined, based on project needs

Duration: Approx. 750 hours, up to 12 months

Interview Dates: First interviews will be conducted on March 9, 10 & 11

Application Method

With **“Implementation Project Manager”** in the subject heading, please send your Resume and cover letter before 5:00 pm on March 4, 2022:

by E-mail: jobs@accessalliance.ca

by Regular Mail: **Hiring Committee, Manager Human Resources**

Access Alliance Multicultural Health and Community Services
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Please be advised that our organization requires all contractors, staff, students, and volunteers to be fully vaccinated. Proof of vaccination can be obtained from the Ministry site.

We thank all applicants for their interest but only those selected for an interview will receive acknowledgement. Please note that a criminal background check (Vulnerable sector) will be conducted for this position.

We encourage applications from individuals who reflect the broad diversity of communities we work with, including those from racialized and LGBTQ communities.

In accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005, accommodation will be provided in all parts of the hiring process. Applicants need to make their needs known in advance. Access Alliance encourages a scent-free environment.

Employees, students, volunteers, and visitors are asked to refrain from wearing fragrances and other scented personal care products (i.e. chemical perfumes, lotions, hairspray, etc.) while at the Centre.