



JOB POSTING

JOB TITLE: French Language Services Planner (FLSP)

START DATE: ASAP

STATUS: Permanent Full Time

LOCATION: Ontario Health West

NUMBER OF POSITIONS: One

NUMBER OF DIRECT REPORTS: None

COMPETITION NO.: OHW-21-02 *(Please reference Competition No. in the subject line of your submission email)*

CLOSING DATE.: 4:30 pm, June 10, 2021

POSITION SUMMARY:

The **French Language Services Planner** assists Ontario Health West region, in collaboration with the FLHS Office of the Ministry of Health (MOH) and the French Language Health Planning Entity, to improve the health status of Francophones by developing mechanisms to ensure the integration of French Language Services (FLS) in the health care system. The mechanisms will increase the availability of services in French and improve access to those services in accordance with the French Language Services Act (FLSA).

The French Language Service Planner provides insights into and manages community issues and concerns, provides support to other Ontario Health West program areas in identifying and implementing appropriate communication and strategic direction, and liaises with the Ministry and French language groups on health issues. This role is responsible for driving change related to the health of Francophones in order to achieve improved patient experience, health outcomes and value for money.

HERE IS WHAT YOU WILL BE DOING:

- Provide system design, integration and community engagement expertise and support regarding the development, implementation and integration of French Language Services (FLS)
- Geographical focus (subject to change) includes: Waterloo Region (including Cambridge and Kitchener), Wellington County (including Guelph), Haldimand-Norfolk County, Brant County, the Niagara Region, and the City of Hamilton
- Ensure effective and efficient planning, coordination and management of FLS
- Support local planning, performance monitoring, evaluation and reporting of FLS in terms of system capacity and results as they relate to the delivery of FLS
- In partnership with the French Language Health Planning Entity:

- Support Ontario Health West in its Francophone community engagement activities. Keep up to date records on community engagement outcomes and monitor best practices in community engagement and communication methodologies
- Support Health Service Providers (HSPs) in the development and implementation of FLS plans, including strategies and objectives to improve access to FLS
- Assist in identifying the needs of the Francophone population and sharing of best practices to help meet those needs
- Facilitate and maintain linkages with identified/designated HSPs, Francophone stakeholders, system partners, and community members to increase awareness of FLS issues, foster dialogue and commitment
- Participate in the review of HSP FLS plans and reports
- Update the FLS local and regional work plans to reflect Ontario Health West integration strategies and approaches
- Facilitate, support and/or oversee special projects and assignments related to the Ontario Health West/French Language Health Planning Entity Joint Action Plan
- Support Ontario Health West in monitoring and evaluating FLS progress, including the integration of FLS indicators within the local health system
- Support implementation of provincial directions; works closely with the FLHS Office of the MOH and other FLS coordinators to:
 - Exchange information on Ontario Health West activities and their impact on FLS
 - Exchange information on strategies and options for effective issues management
 - Promote new developments and progress regarding FLS and MOH initiatives
- Maintain linkages with various provincial and local networks and/or partners in the health sector and in other sectors or ministries that will promote sensitivity to the development of FLS, as required
- Maintain a collaborative partnership with the French language Health Planning Entity
- Support the FLHS Office of the MOH in the implementation of FLS at the local level in terms of provincial programs and strategies (e.g. Family Health Teams (FHTs), Public Health Units (PHUs), French language HHR Strategy, etc.)
- Actively participate within cross-functional teams to advance Ontario Health West strategic directions and operational activities
- Perform other duties as assigned

HERE IS WHAT YOU WILL NEED TO BE SUCCESSFUL:

Education

- Post-Secondary training/degree in health administration, health planning, business administration, research or relevant field or the equivalent combination of education, training and experience

Skills and Knowledge

- Demonstrated oral and written proficiency in English and French is required
- Knowledge and deep understanding of the Franco-Ontarian community and of relationships among health care and other related services available to French-speaking residents of Ontario
- Knowledge of the French Language Services Act and the Connecting Care Act, 2019, as well as their respective regulations
- Knowledge of the Ministry of Health (MOH), Ministry of Long-Term Care (MLTC) and the health care system in general
- Knowledge of the FLHS strategic framework of the MOH
- Knowledge of the evolving role of Ontario Health West, and the issues and priorities within the healthcare sector and how these impact client service delivery
- Demonstrated information-gathering techniques and resources

Technical Skills

- Comprehensive knowledge of and proficiency with PC based hardware/software and inter/intranets
- Comprehensive knowledge of Microsoft Office (Excel, Word, Outlook, Teams, Power Point), and Adobe Acrobat

APPLICATION PROCESS:

Applicants are to submit their resume and cover letter to hr.ww@lhins.on.ca by 4:30pm June 10 2021, quoting **Competition No. OHW-21-02** in the subject line.

ACCOMMODATION AND DIVERSITY

Ontario Health (West) is committed to creating a diverse, inclusive workforce that reflects the communities we serve, to ensuring our services and communications are accessible to all individuals, and to embedding equity into our employment practices.

In accordance with the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code, accommodations can be provided throughout the recruitment, selection and/or assessment process. If selected to participate in this process, please inform Human Resources of the nature of any accommodations that you may require in respect of any materials or processes used to ensure your equal participation.