



What We Do:

Children's Treatment Network (CTN) supports over 29,000 kids and youth with disabilities and other developmental needs. We provide intake, service navigation and coordinated service planning, assessment and diagnostic services, specialized clinics and rehabilitation services, including physiotherapy, occupational therapy and speech language therapy.

Funded by the Ministry of Children, Community and Social Services, CTN is an Ontario provincial government funded not-for profit organization, that offers services through contracted partners in the education, health and community sectors. Through its innovative network model, CTN's commitment to providing family-centered care is anchored by an electronic client record that is shared across its partner organizations and provides the foundation for integrated plans of care and services.

Dedicated to creating a vibrant community where all kids, youth and families belong, we have a strong commitment to equity, diversity, inclusion, Indigeneity and accessibility. With this in mind, our goal is a workforce that reflects the communities we serve. We welcome all qualified applicants to apply including individuals with disabilities, those who identify as Black, Indigenous or persons of colour, members of the LGBTQ2S+ communities and others. We are proud to be in compliance with the Accessibility for Ontarians with Disabilities Act (AODA), 2005 and the Integrated Accessibility Standards Regulation. We are happy to honour accommodations at any part of the recruitment process and invite you to let us know how we can help.

What We Offer:

- Competitive compensation and employee benefits package including participation in the Healthcare of Ontario Pension Plan (HOOPP) and vacation/leave entitlement
- An opportunity to contribute to the work of a not-for-profit organization that provides services to kids and youth with disabilities and developmental needs and their families
- The chance to be a part of a culture with an organization that values inclusion, collaboration, responsibility, and innovation
- The opportunity to work with us to achieve CTN's strategic goals of putting people at the centre of what we do, striving for excellence, fostering a culture of accountability and stewardship to support community needs, and transformation through equitable data-driven service innovation

What You Will Do:

CTN is looking for a permanent, full-time **Implementation Support Specialist** who will be responsible for providing implementation and change management support using evidence-based tools and strategies to execute on large organizational initiatives. This position will provide expert knowledge on knowledge translation and implementation science to support the creation and adoption of clinical modernization projects and provide coaching support to leaders to build capacity across the organization. This role works collaboratively with many roles across multiple functions within the organization. The Implementation Support Specialist reports to the Lead, Clinical Modernization.

Responsibilities:

The successful incumbent will be responsible for the following duties and responsibilities:

Corporate and Network Responsibilities - Implementation Support across the organization:

- Provide mentorship and coaching related to implementation science, change management, and moving evidence into practice.
- Work beside project leaders, as part of the project team, to assist with and guide the project development and roll out.
- Engages leaders, CTN corporate team members, network partners and families as appropriate in project design, research, implementation, and evaluation of assigned clinical initiatives
- Develop and implement knowledge exchange opportunities that are innovative, inter-professional, inter-sectoral and multimodal.
- Facilitates knowledge transfer and exchange about innovative research and evolving trends in relevant fields.

Supports a culture of innovation and continuous quality improvement:

- Drives project improvement outcomes and change management initiatives with subject matter experts
- In collaboration with members of the Quality team, gathers qualitative and/or quantitative feedback for project evaluation and analysis when required
- Develops and sustains strong relationships and collaborative partnerships

Provides organizational support for major change initiatives using implementation science and change management to ensure success:

- Develops and maintains tools and processes to track, capture, evaluate and report on large strategic project metrics
- Development and completion of project documents with input from the project lead and subject matter experts.
- Act as a neutral party to facilitate engagement sessions or meeting activities

Develop a standardized step by step process using evidence-base theories for the development and execution of new initiatives at CTN

Informs and supports research initiatives (via research partners) that drive CTN's mission and is tied to CTN's strategy

Other Duties:

- Adheres to CTN privacy practices
- Takes every precaution reasonable in the circumstances for the protection of workers at CTN; advises workers of the existence of any potential or actual danger to the health or safety of the workers and ensures that workers follow required CTN Health and Safety Procedures.
- Other tasks and assignments as allocated by the Lead, Clinical Modernization as relevant to the position
- Ensure legal compliance to the Employee Standards Act of Ontario, Ontario Health & Safety Act, and other regulations and best practices
- Other duties and projects as required

What We Need:

- A minimum of a four-year University degree in any health, public health, or project management area of study
- Graduate or post-graduate training and/or experience in Implementation Science or Knowledge Translation
- A minimum of 5 years of experience in implementation practice, research, health science or using project management approaches
- Ability to create implementation plans for complex knowledge-to-practice interventions and ensure timelines and deliverables are met
- Ability to assume a facilitation role with colleagues and other staff
- Desire and ability to drive change-management projects including the ability to mentor and support staff through a change management process
- Excellent organizational and inter-personal skills including strong oral and written communication and presentation abilities
- Demonstrated ability to manage multiple priorities while maintaining strong attention to detail
- Must have strong analytical skills, be organized and detail minded, be able to prioritize tasks in order to meet strict deadlines and have excellent follow-up.
- Ability to communicate effectively, to empathize with others, be sincere and self-aware.
- Competency with Microsoft Office Suite including, Teams, Outlook, Excel, Word, PowerPoint, MS Project
- Ability to work flexible hours in support of requirements that may fall outside of the typical work hour framework
- Knowledge of the children's service systems in Simcoe County and York Region considered an asset
- Lived experience as a person with a disability or a caregiver of a child with a disability and/or developmental needs is considered an asset
- Ability to communicate in French or other languages considered an asset



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- Experience with and understanding of various cultures and cultural communities including Francophone, First Nations, Métis and Inuit (FNMI) communities considered an asset
- Certified First Aid considered an asset
- Demonstrated commitment to a safe environment for staff, clients and families by working in compliance with the Occupational Health & Safety Act and related policies

Selected Successful Candidate Will Be Required To:

- Produce a clear police record check with a vulnerable sector check prior to start of employment
- Be able to travel to assigned office, between CTN sites and/or other locations as required
- Maintain the ability to work effectively in a temporary hybrid environment and have access to appropriate internet capacity
- Any candidate being considered for employment at Children's Treatment Network ("CTN") must be able to provide supporting documentation to confirm their eligibility to legally work within Canada. Proof of eligibility includes but is not limited to a social insurance number (SIN), Canadian birth certificate, passport, citizenship certificate, permanent residence card, open work permit, or valid receipt from Immigration Canada of an application for a post-graduate work permit.

Office Location:

Richmond Hill or Barrie

Starting Salary: \$87,163

Salary Range: \$87,163 - \$96,848

CTN's total rewards package includes competitive compensation and employee benefits package including participation in the Healthcare of Ontario Pension Plan (HOOPP), generous vacation entitlements, and the opportunity for hybrid work.

To Apply:

1. Submit your resume to careers@ctnsy.ca
2. Quote Job ID # FB-002 in the subject line of email

Applications are accepted from February 16 – 29, 2024.

Thank you for your interest in this opportunity!