



Scarborough Centre for Healthy Communities (SCHC) is dedicated to providing accessible, equitable, and transformational health and social service choices for the well-being of Scarborough's diverse communities. We cultivate vital community services by promoting healthy lifestyles while delivering a comprehensive range of culturally competent health and social services programming. Our I2CARE values ensure that we, as a work community, treat all with inclusivity, innovation, collaboration, accessibility, respect and equity.

As an employer, we strive for excellence as a workplace and are committed to building a workforce that enhances our capacity to meet the needs of the diverse communities we serve.

We are currently looking to hire an:

**Project Manager, Innovation and Change Management  
1 – Full-Time, Permanent (35 hours per week)**

**Reporting To:** Vice President, Integration, Innovation and Engagement

**Purpose:**

Scarborough Centre for Healthy Communities (SCHC) is committed to advancing integrated, person-centred, and equitable care through innovation, quality improvement, digital transformation, and collaborative system change.

The Project Manager, Innovation and Change Management will provide project leadership, coordination, implementation support, and change management expertise to advance SCHC's strategic priorities and organizational transformation agenda. This role is responsible for leading and supporting innovation initiatives, business transformation projects, quality improvement efforts, data analytics for dashboard development, digital health implementations, system integration activities, and organizational change initiatives.

Working closely with leaders, clinicians, operational teams, community partners, technology vendors, researchers, and external stakeholders, the Project Manager will ensure projects are effectively planned, implemented, evaluated, and sustained while supporting staff readiness and adoption of change.

This role is ideal for a highly organized, collaborative, and solutions-focused professional with strong project management, stakeholder engagement, facilitation, and change management experience within healthcare or community services.

## **Key Areas of Responsibility:**

### **Innovation and Transformation Projects**

- Lead the planning, implementation, monitoring, and evaluation of innovation and transformation initiatives across SCHC.
- Develop and maintain project plans, work breakdown structures, timelines, milestones, deliverables, budgets, and risk registers.
- Coordinate multiple concurrent projects and ensure alignment with SCHC's strategic plan and operational priorities.
- Support the development, testing, and implementation of innovative service delivery models and improvement initiatives.
- Identify, assess and escalate project risks, barriers, dependencies, and develop mitigation strategies.
- Prepare project updates, briefing notes, presentations, dashboards, and executive reports.
- Facilitate project meetings, working groups, steering committees, and stakeholder consultations.

### **Change Management and Organizational Readiness**

- Lead change management planning and execution for organizational and system transformation initiatives.
- Conduct stakeholder impact assessments and readiness assessments.
- Develop and implement communication, engagement, training, and adoption strategies.
- Support leaders and teams in managing transitions and embedding sustainable changes into practice.
- Monitor adoption, utilization, and benefits realization outcomes.
- Identify and address resistance to change through proactive engagement and coaching approaches.
- Promote leading practices in change management and organizational development.

### **Quality Improvement and Service Innovation**

- Support quality improvement initiatives aligned with SCHC's quality, safety, risk, and client experience priorities.
- Collaborate with operational leaders to identify opportunities for service redesign and process improvement.
- Utilize improvement methodologies such as PDSA cycles, Lean, Human-Centred Design, and continuous improvement approaches.
- Assist teams in developing performance indicators, measurement frameworks, and evaluation plans.
- Support the spread and scale of successful innovations across programs and services.



### **Digital Health, Data and Technology Initiatives**

- Support implementation of digital health, information management, data analytics, AI, and technology-enabled transformation initiatives.
- Coordinate project activities involving clinical systems, business intelligence, reporting solutions, workflow redesign, and digital tools.
- Collaborate with internal technology teams, vendors, and external partners to support successful implementation and adoption.
- Assist in the development of business cases, requirements gathering, testing, and implementation planning.
- Support data-informed decision-making through project measurement and evaluation activities.

### **Partnership and Stakeholder Engagement**

- Build and maintain effective relationships with internal and external stakeholders.
- Collaborate with Ontario Health Team members, community organizations, hospitals, primary care providers, academic institutions, and other partners as required.
- Coordinate cross-functional and cross-sector initiatives involving multiple stakeholders.
- Represent SCHC on committees, working groups, and project teams as delegated.
- Facilitate collaborative planning processes and consensus-building activities.

### **Evaluation and Reporting**

- Develop project evaluation frameworks and performance measurement plans.
- Track project outcomes, milestones, deliverables, and key performance indicators.
- Support grant reporting, funding accountability requirements, and organizational reporting needs.
- Prepare summaries, presentations, and recommendations for leadership and stakeholders.
- Contribute to organizational learning by documenting lessons learned and best practices.

### **Qualifications:**

#### **Education**

- Undergraduate degree in Health Administration, Public Health, Business Administration, Organizational Development, Project Management, Health Sciences, or a related field.
- Project Management Professional (PMP) and/or Prosci Change Management Certification required.
- An advanced Lean Certification, or equivalent training considered an asset.
- Master's degree considered an asset.

#### **Experience**

- Minimum five years of progressive project management experience.
- Experience leading complex organizational change and transformation initiatives.
- Experience in healthcare, community health, social services, public sector, or related environments highly preferred.



- Experience supporting quality improvement, innovation, change management, digital transformation, or system integration initiatives.
- Experience facilitating stakeholder engagement and collaborative planning processes.

### **Knowledge and Skills:**

- Strong project management knowledge and experience including project management software tools.
- Knowledge of change management methodologies and organizational development principles.
- Understanding of Ontario's healthcare sectors and integrated care models.
- Strong facilitation, communication, presentation, and relationship management skills.
- Excellent organizational, analytical, and problem-solving abilities.
- Ability to manage multiple priorities in a fast-paced environment.
- Experience developing reports, dashboards, presentations, and project documentation.
- Proficiency with Microsoft Office, project management software, collaboration tools, and data reporting platforms.

### **Core Competencies:**

- Project Leadership
- Change Management
- Innovation and Continuous Improvement
- Relationship Building
- Strategic Thinking
- Facilitation and Engagement
- Communication
- Collaboration
- Results Orientation
- Equity, Diversity and Inclusion

### **Working Conditions:**

- Hybrid work environment with attendance at SCHC locations and partner sites as required.
- Occasional evening or weekend work may be required.
- Travel between SCHC sites and occasional travel within the Greater Toronto Area.

### **Why SCHC:**

- A strategic commitment to organizational health, ensuring our people and culture are well supported.
- 4 weeks paid vacation, additional time with tenure.
- Continuous funded training opportunities.



- Health benefits including prescription drugs, dental, vision care, alternative therapies, life insurance, employee assistance program, disability insurance; benefit coverage for family and dependents available.
- Mileage expenses reimbursed at CRA recommended rate.
- HOOPP pension plan member.
- A strategic commitment to Action on Equity to advance diversity, equity, inclusion and belonging utilizing an intersectional lens.

**Remuneration:** \$85,149 - \$115, 126

Please reply in confidence to HR: [recruitment@schcontario.ca](mailto:recruitment@schcontario.ca)

Note: Please quote PM-ICM in the subject line.

This is an **Existing Vacancy**.

*We would like to thank all applicants; only those invited to interviews will be contacted.*

**If you require any accommodation, please advise Human Resources. As a condition of employment all new hires must be legal to work in Canada. You will also be required to undertake a Vulnerable Sector Screening with Police Services.**

**SCHC values equity, inclusion and accessibility. We welcome those who have a demonstrated commitment to upholding these values and who will assist us to expand our capacity for diversity in the broadest sense. We encourage applications from members of groups that have been historically disadvantaged and marginalized, including First Nations, Metis and Inuit peoples, Indigenous peoples of North America, racialized persons, newcomers, persons with disabilities, and those who identify as women and/or LGBTQ2S+**

**SCHC is committed to providing a barrier-free environment for all stakeholders including our clients, employees, job applicants, suppliers and any visitors who may enter our premises, access our information or use our services. We respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations. SCHC will provide accommodations to applicants with disabilities throughout the recruitment, selection and/or assessment process. If selected to participate in the recruitment, selection and/or assessment process, please inform Human Resources staff of the nature of any accommodation(s) that you may require.**

[www.schcontario.ca](http://www.schcontario.ca).

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