

ConnexOntario provides free and confidential health services information for people experiencing alcohol, drugs, mental illness or gambling problems. We are here to support Ontarians via phone, web-chat and email 24/7, by connecting them with suitable services in their area. Our knowledgeable and experienced staff offer supportive listening to help people discover the resources they need from our comprehensive database. Whether they are searching for themselves or a loved one, ConnexOntario is here to provide them with the right information at the right time.

To join our winning team, we are looking for a:

PROJECT MANAGER **(Permanent/ Full time position)**

Essential duties & responsibilities:

Reporting to the *Director, Data Products Project Manager and Information Technology*, The **Project Manager** will complete assigned projects within the constraints of schedule, resources, and requirements while achieving a high level of quality. They will prepare, maintain, and regularly forecast and report progress against a comprehensive and realistic project plan. The Project Manager will employ critical thinking and knowledge of data-centric analytic projects and IT-related projects to identify and quantify potential delays and risks, preferably, before they occur. They will collaborate with all team members, contractors, vendors, and stakeholders to identify and implement strategies to ensure the project overcomes challenges.

Specific functions:

- Providing project management expertise including; project charter development with project objectives/parameters, a detailed schedule of deliverables, project plans/timelines, project resource requirements, process mapping, and developing best practices and tools for project execution and management.
- Collaborating with the IT team lead to establish ticket priorities, and planning and implementation of related projects.
- Defining and executing project management activities to ensure timely deliverables; preparing regular project status reports, conducting project status meetings with project teams; developing, monitoring, analyzing, and reporting key performance indicators to measure project outcomes.
- Collaborating with the Internal Staff in the ongoing analysis and improvement of the database, including identifying: new data requirements, database design and application bugs /enhancements, database normalization irregularities, and procedural changes that may affect the collection of data or the efficiency of information retrieval.
- Identifying methods and technology for data management, analysis, and dissemination.

- Collaborating with stakeholders to develop and implement standardized policies, procedures, protocols, and evidence-supported practices based on project outcomes.
- Analyzing and identifying trends in the health sector; monitor emerging trends in technology, and the community.
- Conducting value analysis for new applications.
- Performing other duties as assigned.

Requirements and qualifications:

- Degree or Certificate in Project Management or CompITA Project +
- Demonstrated understanding of concepts and methodology related to project management, and data management.
- Knowledge of standard statistical software packages & proficiency in data query and analysis is preferred
- Three (3) years of recent related experience required.
- Proven ability to interpret and explain technical and methodological information.
- Proven track record of influencing decision-making within a project management framework.
- Proven ability to foster a cooperative work environment with multiple, cross-functional stakeholders.
- Experience leading/supporting cross-sector projects with complex/comprehensive deliverables and outcomes with multiple stakeholders.
- Excellent leadership skills
- Excellent customer relationship management skills
- Excellent information management skills
- Excellent communication and organizational skills
- Understand IT-related processes and functions
- Competent technical and software development knowledge is preferred

We offer:

- Competitive compensation and benefits package
- Health and care leave days
- Compressed workweek option
- Vacation credits
- Pension Plan

We also offer the opportunity to become part of a vision that continuously raises the bar for empathy and customer service. We truly believe that we have the opportunity to make a positive impact on our clients' lives and our community.

If you believe that you can be part of this, please send your Resume and Cover Letter to our website: <https://www.connexontario.ca/careers>

ConnexOntario Health Services Information is an employment equity employer that embraces diversity and is committed to creating an inclusive workplace. Our goal is to attract, develop and retain talented employees from diverse backgrounds, allowing us to benefit from a wide variety of experiences and perspectives.

In accordance with the Ontario Human Rights Codes, Accessibility for Ontarians with Disabilities Act (AODA) and our organization's policy, accommodations will be provided at any point throughout the hiring process. If you require an accommodation, please let us know in your cover letter.

We thank you for your interest; however, only selected candidates will be contacted for an interview.

A satisfactory Police Criminal Records Check/Vulnerable Sector Check will be required before hiring.