



BCCSS

BC Clinical and Support Services

BC Clinical and Support Services (BCCSS) Society was created to provide clinical and support services to British Columbia's healthcare system in a way that uses unique and innovative approaches to generate value and improve outcomes. By creating capacity, improving quality and safety, and lowering costs, BCCSS will transform how services are delivered and will contribute to the creation of a sustainable health system for BC.

BC's Agency for Pathology and Laboratory Medicine is an Agency within the Clinical Division of BCCSS. The Agency has been established to provide oversight and service planning for diagnostic lab services within the Province. The Agency has a mandate to ensure that clinical laboratory diagnostics are quality driven, achieve excellent clinical outcomes, and remain sustainable by being provided effectively and efficiently.

Manager, Business Continuity

1.0 FTE

Vancouver, BC

Role Summary

The Business Continuity Manager leads the Agency in the development, coordination, and sustainment of an integrated provincial business continuity management program that ensures continuation of critical laboratory services across the province in the event of a major service disruption. The Manager has an in-depth understanding of business continuity management and governance frameworks, strong knowledge of business continuity best practices and protocols, and familiarity with operational risk management.

DUTIES AND RESPONSIBILITIES

- Develops a provincial business continuity that crosses jurisdictions and links provider component plans.
- Works closely with BC public and community service providers to enhance their component plans, ensure these plans meet minimum standards, and ensure that failures in facilities or equipment, supplies, technology and systems are considered.
- Leads provincial planning meetings and related activities when requested on behalf of the Agency, recommends improvements based on best practices in the field.
- Leads hazard, risk, and vulnerability analysis, business impact assessments, and development of mitigation plans for identified risks. Develops standardized templates and processes, where appropriate.
- Works with the provincial service provider champions in ensuring their component plans and related supporting documents and procedures are reviewed annually or as changes in service occur, and appropriate orientation and training is provided to their employees.
- Records opportunities to improve and enhance the delivery of laboratory services identified during the disruptive event.
- Supports Agency leadership and teams where possible, whenever help is requested from the Agency. Establish physical or virtual command centre, as required. Maintain records of ongoing decisions.
- Liaises with Health Emergency Management BC, as needed.

Working Relationships

- Works collaboratively with BC public and community service providers.
- Facilitates collaboration and partnership amongst all stakeholder groups.

Leadership

- Leads the Agency's business continuity program and related provincial working groups.
- Communicates effectively and appropriately engages stakeholders.
- Establishes and maintains effective relationships with service providers.

Decision Making

- Provides subject matter expertise to the Agency and administers the Agency's business continuity management program.

Budget

- Not responsible for managing a budget.

QUALIFICATIONS**Education, Training and Experience**

- A level of education, training and experience equivalent to a Master's degree in a related discipline, combined with a minimum of seven (7) years of experience within the laboratory services industry and/or Business Continuity Management industry.
- Certification in business continuity, project management or risk management from a recognized institute (BCI, DRI, PMI).
- Strong knowledge in Business Continuity Management (BCM) practices and protocols, including in-depth knowledge of international and national BCM standards promoted by the Business Continuity Institute (BCI), Disaster Recovery Institute (DRI) and ISO/CSA.

The following is also considered an asset:

- Understanding of the provincial organizational structure, critical products and services, including the delivery mechanism and technical and operations infrastructure
- Understanding of Operational Risk Management methodology

Skills and Abilities

- Exceptional ability to work under pressure
- Excellent communication skills, especially relating to facilitation, documentation and reporting
- Strong organizational skills
- Highly developed relationship management, influencing and leadership skills
- Demonstrated ability to work in a team, both as a leader and a team player
- Demonstrated ability to establish and maintain strong relationships with key stakeholder groups, including the ability to positively influence and lead others

Health & Safety

In accordance with the Mission, Vision and Values, and strategic directions of BCCSS, employee safety is a priority and a responsibility shared by everyone at BCCSS, and as such, the requirement to continuously improve quality and safety is inherent in all employee safety aspects of this position.

We invite you to apply by forwarding a current CV to Gail Crawford at gail.crawford@bccss.org

Applications will be accepted until position is filled.

For more information on BCCSS please visit: www.bccss.org