

LEAN HEALTHCARE CONSULTANT (BLACKBELT) – LAB AUTOMATION
POSITION SYNOPSIS

COMPANY OVERVIEW

Our client is a well-recognized leader in the medical diagnostic field and related healthcare sector and provides a variety of medical products, diagnostic products, as well laboratory equipment. The organization is a Choice Employer in Canada. They service a number of healthcare institutions, clinical laboratories (and related), which are used in the prevention and treatment of infectious diseases and other related diagnostics.

OVERVIEW OF ROLE

With leading edge technologies, paired with the organization’s LEAN methodology and change management program, the organization is addressing the laboratory need for improved efficiency and quality in order to decrease the turnaround time for more accurate results to provide optimal patient care. The Lean Healthcare Consultant leverages their knowledge of clinical microbiology and applies Lean methodologies to conduct benchmarking exercises to measure a current state laboratory process and predict an improved future state. The Lean Healthcare Consultant will lead operational improvement initiatives with the aid of Lean implementation programs to support various clinical platforms and solutions on behalf of lab clients with a focus in microbiology. The focus is “how the client lab can improve” as an organization and implement process and operational improvements.

This individual plays a key role in leading the delivery of the optimized future state of the integrated solution incorporating leading edge technology, a streamlined workflow process and improved lab staff utilization. This role will collaborate with the Sales, Marketing Clinical Solutions & Service teams. The role is based in the Greater Toronto Area and reports to a Manager. It is anticipated that this role will require extensive travel, nationally across Canada.

Main Projected Responsibilities

- Lead workflow engagements at customer site to identify opportunities for process improvement to increase productivity.
- Collect data through direct observation, employee and stakeholder interviews to generate value stream maps.
- Develop site-specific value proposition for comprehensive solution incorporating people, process and technology.
- Lead implementation of process improvement in lab environment applying Lean and Six Sigma methodologies.
- Identify key performance indicators to evaluate success of engagement and sustainability.
- Identify new tools to and techniques to continue to improve and refine services methodologies.

Candidate Profile

The successful candidate will be an experienced individual contributor who understands the big picture and is able to deal with ambiguity, while demonstrative proven team leadership and change management abilities both from an internal and external client perspective. He/she must have a proven track record of superior problem solving, process improvement and optimization skills, demonstrated during project execution, that have resulted in significant business outputs benefits. He/she will have a minimum of five years’ experience in Lean Six Sigma preferably gained from a relevant Clinical Laboratory environment with support of multiple clinical platforms. Must be highly skilled and knowledgeable in many aspects and areas of healthcare. Microbiology and/or Infection

Control Lab experience is preferred. Other Laboratory experience and relevant scientific disciplines will also be considered (i.e. Core Lab, Chemistry, etc.). *An alternative environment will be a candidate coming from a Healthcare related environment that has enabled organizations to promote better and best practices related to Lean Six Sigma methodologies with portability of skills to the clinical lab environment.*

The successful candidate must have experience implementing major change initiatives, including managing and influencing stakeholders within varied levels, and functional areas within an organization specific to a laboratory environment. Must have demonstrated business leadership experience. He/she must have the ability to seek out new solutions, initiate and drive overall process improvement through the application of Lean Six Sigma methodologies.

Experience & Qualifications

Candidates must have a blend of expertise outlined in the candidate profile and will include all, or a good portion, of the following:

- Demonstrated ability to coach and mentor all levels of an organization by creating buy-in for change with the view of positive bottom line results and positively influencing culture.
- Lean Black Belt Certification with strong project management experience.
- Minimum of five years providing related services in a hospital, clinical lab or reference lab environment. Individual will have relevant experience in applying the principles underlying Lean Six Sigma and Project Management in a related healthcare environment. Clinical lab experience is preferred. Other healthcare industry experience will also be considered.
- Demonstrate sound knowledge of Lean Six-Sigma methodologies and their application within the healthcare environment. Effectively leverage this knowledge to advance sales opportunities and should be able to drive client process improvements.
- Must have exceptional project management skills and the ability to manage resources effectively (i.e. forecasting activity, coordinating with Applications team). Will also be adept with hands-on multiple client projects.
- Ability to select and implement the most suitable tools and methods related to a business problem.
- Strong knowledge of clinical laboratory processes and techniques.

Education & Experience

Relevant professional experience in Lean Six Sigma will be complimented by the following academic training:

- Lean Black Belt Certification.
- Medical Laboratory Technologist (MLT), Medical Laboratory Assistant (MLA) or RT Designation is strongly preferred.
- PMP Certification preferred.
- University/College degree (Microbiology preferred). Bachelor of Science is considered a distinct asset.

Personal Profile

- An enthusiastic Six Sigma and/or Lean Leader with diversified experience and excellent interpersonal, communications and relationship-building skills.
- Results oriented, strong work ethic with a high level of confidence and staying power. Strong progressive people influencing skills.
- Business Acumen/Skills: Good understanding of current and possible future market trends, and how they might affect the Canadian Clinical Diagnostic market. Understands the drivers and organizational priorities within healthcare institutes and can discuss at a senior level. Has broad technical knowledge and perspective.

- Excellent interpersonal skills, solid organizational, prioritization skills and a passion for providing excellent service.
- A confident decision driver who has the ability to present ideas.
- Fluent in English/French would be an asset.
- Ability to travel (50%). Nationally across Canada.

WHY THIS OPPORTUNITY AND WHY NOW?

- The organization is a premier leader and innovator in Canada, recognized for excellence.
- The organization's core values are focused on "treating each other with respect, doing what is right, as well as seeking ways to improve business operations and accepting personal responsibility", all in the way of helping all people live healthy lives.
- The company is committed to helping people grow professionally and personally. This role makes a positive contribution to the overall success of the organization.
- The organization offers a flexible working environment and a competitive compensation and benefits package.

HOW TO APPLY?

If you are interested in applying for this progressive opportunity with a leading organization, please email your CV in the strictest of confidence to:

Contact Info:

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We thank all interested individuals; please note that only short listed candidates will be contacted.