UNIVERSITY MEDICAL GROUP

Position # 644

Department Contact Information

Return Applications to: **Angela MacDonald, University Medical Group**
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Posting Information

Classification:	**Healthcare Systems Engineer**	Hours of Work:	**37.5 hours / week**
Department:	**Internal Medicine**	Wage or Salary:	**$45.37/hour to $50.70/hour**
Section:	**Managing Director Office**	Start Date:	**ASAP**
Position:	**Regular, Full-Time**	Probation	**6 months**

Cover letters along with resumes to be received by: Friday, July 11, 2025 at 4:00 p.m.

Reporting to the Systems Improvement Manager, Department of Internal Medicine, University of Manitoba, the successful applicant is a key member of our Systems Improvement Team, working closely with the Head, Department of Internal Medicine, University of Manitoba to support the development, integration and evaluation of clinical and operational processes. The position highlights are:

- Lead continuous improvement initiatives.
- Support the development, integration, and evaluation of complex clinical and operational systems within an academic healthcare environment.
- Lead implementation of process change.
- Develop workflow processes.
- Audit, review and report on Key Performance Indicators.
- Provide education and training to various stakeholders, as applicable.

The successful applicant will have a strong foundation in systems thinking and a passion for process improvement. The incumbent will have an opportunity to work in a clinical as well as an academic environment working closely with clinicians, researchers and IT professionals.

Representative Duties

- Leads quality improvement projects including defining and developing the project scope and timelines and presenting the scope to the Manager, Systems Improvement and Department Head.
- Leads the design, implementation, and evaluation of various systems including technology integration with the perspective to improve efficiency, eliminate waste and enhance health system delivery.
- Monitors and reports on Key Performance Indicators for quality improvement projects and ensures alignment with business goals.
- Collaborates with faculty, clinicians, and research teams turning needs into solutions.
- Provides user training and implements processes for safe, quality and cost-effective patient care.
- Provides support, develops and implements training programs for clinical and support staff as applicable to the project.
- Works closely with other members of the system improvement team as well as other stakeholders to ensure timelines and deliverables are met.
- Develops and maintains resources as applicable.
- Ensures standards and process are met and based upon best practices as directed.
- Participates in regular meetings with the project team to facilitate communication of information, issues and challenges.
- Communicates with key stakeholders as required.
- Develops processes, policies and procedures either alone or with the project team.
- Performs other duties or projects as assigned.

Qualifications

Minimum Formal Education/Training:
- Master's degree or equivalent in systems engineering or healthcare systems engineering.
- Minimum 2 years' experience in healthcare systems design, implementation and evaluation.
- An acceptable equivalent combination of education and experience may be considered.

Experience and Skills:
- Process improvement experience including introduction of new systems and change management strategies, preferably in healthcare and/or a University environment.
- Moderate to advanced computer skills in the following: Microsoft OS and QHR Accuro (both in basic usage and background configuration). Knowledge and/or experience in SysML an asset.
- Ability to learn project specific software applications to the extent of being able to train and support users of this software.

Additional Requirements:
- Effective communication and organization skills including the ability to prioritize, plan work and participate in meetings.
- Strong facilitation skills.
- Excellent analytical skills.
- Ability to understand data and technical documents.
- Demonstrated ability to work as part of a multi-disciplinary team of health professionals including both internal and external stakeholders.
- Must be detail oriented with the ability to multi-task.
- Must employ strategic thinking, diplomacy, and mature judgment.
- Must possess excellent interpersonal skills using different means of communication.
- Must possess the ability to problem-solve and collaborate with team members.
- Demonstrated ability to work independently, be self-motivated as well as use the ability to motivate others.
- Must be comfortable working in a team environment located in an open office space.
- Demonstrate strong planning, analytical, problem solving and time management skills.
- Must exercise discretion with sensitive and confidential information.
- Must be able to establish positive working relationships with faculty, university, WRHA/Shared Health and University Medical Group (UMG) staff.
- Must be able to communicate effectively both verbally and in writing.

The University Medical Group is strongly committed to equity and diversity within its community and especially welcomes applications from women, racialized persons, Indigenous peoples, persons with disabilities, persons of all sexual and gender identities, and others who may contribute to the further diversification of ideas.

If you require accommodation supports during the recruitment process, please contact the UMG Business Office at info@universitymedicalgroup.ca or 204-789-3645. All qualified candidates are encouraged to apply; however, Canadian citizens and permanent residents will be given priority.

"We thank all who apply and advise that only those selected for further consideration will be contacted."