



Last Updated: August 2024

Job Title

Telemedicine Clinical Operations Lead

Impact Statement

The Telemedicine Clinical Operations Lead is a critical contributor to the delivery, operations, and growth of [Telemedicine services](#). The Clinical Operations Lead will oversee a team of staff as a healthcare professional and a leader. Their medical expertise will inform strategies of the larger Telemedicine leadership team, providing essential context and support for the successful deployment of services. This role will be a close collaborator with the Improvement and Innovation Team and Growth Team to reach departmental goals. The Clinical Operations Lead will define and assess the success of cases based on end user feedback in addition to actioning critical responses; the team will be led in flexible best practices, pivoting and iterating as required for unique contexts, and supported for growth into new environments.

Under the Team Lead's direction, the Clinical Operations Team will iterate on and optimize the Telemedicine portfolio of services for our end users, including synchronous and asynchronous solutions. The Clinical Operations Lead collaborates with stakeholders to design strategies and solutions best adapted to user needs to optimize functional accessibility as an outcome. They will align these actions with the achievement of the Telemedicine vision goals of increased access, usage, and satisfaction to facilitate greater access to specialists and health care practitioners from anywhere on the globe.

Key Responsibilities

- Provide a medical professional lens to all strategies built within the Telemedicine Department to vet them for feasibility and efficacy
- Establish and monitor KPIs which inform the Clinical Operations Team of the degree of achievement met by end users
- Iterate on service strategies to increase successful clinical outcomes
- Develop strong working relationships with stakeholders
- Accountable for the adequate management of the pool of specialists including in recruitment and maintaining an engaged pool of volunteers
- Manage day to day operations in the arenas of leadership, performance empowerment, training, recruitment, strategic and annual planning, budgets, and other high-level planning and growth

Job-Specific Competencies

Service Quality Optimization; leadership and modeling of a user-centric paradigm; ability to rethink and revise processes and systems to optimize end-user functionality

- Standardize multiple feedback channels to improve user accessibility and foster a dialogue between the TM Department and its users, keeping the user at the center of all decisions, actions, and outputs

- Track and report on clinical outcomes to determine the efficacy of service iterations
- Responsible for monitoring the quality of services provided by the network of specialists
- Ensure all feedback is actioned appropriately and communications are made on any pertinent updates
- In collaboration with Subject Matter Experts on the team and the Director of Telemedicine, create specific KPIs largely informed by the user experience to evaluate changes and iterations to the platform and portfolio
- Work with the Innovation & Improvement team to communicate, create, and implement iterative designs, growing more accessible and functional to the end user
- Develop and maintain a service and resourcing model that ensures continuous usage and availability of the TM platform in MSF project locations
- Respond to critical feedback in a timely manner, ensuring that it is appropriately actioned and crystallized into learning opportunities and debriefed for the Clinical Operations Team and other stakeholders

Clinical Operations Team Leadership; work collaboratively with Subject Matter Experts to define the Operations Team goals; guide the Operations Team as a leader to dovetail these goals with the greater direction of the Telemedicine Department

- Define the core services of the Clinical Operations Team and use these to determine the Subject Matter Experts necessary for execution of projects and goals
- Work with Subject Matter Experts to define systems, processes, and practices and to support timely, high-quality service delivery
- Provide accurate and regular reports on Clinical Operations Team performance to inform the larger Program and other relevant parties within MSF as to the Operations Team's progress and projections
- Maintain oversight of clinical case coordination and allocation to ensure efficiency
- Take ownership of critical incidents, coordinating with resolution parties, and establish effective communication between stakeholders for post-incident reviews
- Assists to ensure that all regulatory standards are met or exceeded and adhered to on an on-going basis
- Ensure Privacy and Security compliance for all services (solutions and processes) are provided and coordinate mitigation plans for identified risks where required

Relationship Management; collaborate with the other two Telemedicine pillars; facilitate individual integration with Clinical Operations Team's goals; represent Clinical Operations Teams as a manager and with a clinical lens in crucial relationships outside of MSF

- Collaborate with Growth Team and Innovation & Improvement Team to set standards for experiences and delivery
- Evaluate proposals and strategies for the department from a clinical perspective to ensure implementation is sound from that perspective
- Oversee cadenced group Medical Discussions to ensure quality metrics are met
- Streamline processes and bring intersectional alignment to a scalable TM operations model
- Set task priority for the team in conjunction with Improvement & Innovation and Growth Teams to set and progress larger departmental goals
- Manage internal relationships so that the Clinical Operations Team is a highly cooperative, integrated business partner at MSF Canada
- Keep up to date with services and portfolios of other telemedicine providers for new strategies and offerings
- Liaise between MSF and external medical groups and universities to provide specific case data, in accordance with approval and privacy processes, for various studies and research projects
- Act as a diplomatic representative and advocate for the Telemedicine Program when interacting with staff on assignment.

Strategic Oversight and People Management; lead the Clinical Operations Team in alignment with not only Telemedicine Departmental goals but also the larger goals of MSF Canada

- In collaboration with the Director of Telemedicine, define goals, objectives, and metrics including development of annual plans, strategies and budgeting
- Oversee the implementation of the Annual Plan (AP) and follow up revenue and expenses of the program (according to the AP) and propose route correction when needed to achieve the goals
- Ensure responsible use of resources, including accountability for budget, contracts and suppliers, recommending new strategies or drafting proposals in anticipation of future needs
- Deliver to Clinical Operations Team staff timely, constructive feedback to continue developing skills and knowledge on the team
- Lead by example, inspire and motivate others, and foster a work environment founded on our core values of humanity, integrity and results; establish mutual accountability in a high-performance, collaborative environment
- Oversee staffing for the team, including recruiting, contracting, and onboarding according to policy and procedure as provided by the HR Department

Core Competencies

- **A Commitment to MSF's Principles;** Acts towards the fulfilment of MSF's Social Mission: Proficiency Level 2
- **Cross-cultural Awareness;** Demonstrates an integrating attitude: Proficiency Level 3
- **Analytical Thinking;** Identifies Complex Relationships: Proficiency Level 3
- **Results and Quality Orientation;** Improves performance and sets ambitious and realistic goals: Proficiency Level 3
- **Service Orientation;** Anticipates clients' needs: Proficiency Level 3
- **People Management and Development;** Works on the growth and development of team members: Proficiency Level 3

Knowledge and Experience

- Experience in a leadership role leading a team and designing program direction and strategies
- Experience in managing technology delivery operations including the design of delivery solutions, business and workflow processes and monitoring and evaluation frameworks
- Knowledge of technological tools including those that can be used in telemedicine

Education, Certifications, and Languages

- Medical or para-medical degree in relevant field, or equivalent professional work
- Fluency in English
- Fluency in French

Working Conditions

- Work is generally carried out during the day, Monday to Friday (9:00 a.m. to 5:00 p.m.), some weekends and evenings may be required
- The office environment is an open concept. and workspace is shared with colleagues
- Workstations consist of sit/stand desks, anti-fatigue floor mat, swivel chair, laptop with dock and double monitor, task lamp and telephone
- Work requires long hours in front of a computer/laptop screen
- Global travel required – 20-25%
- Interaction with MSF teams and the public at large
- High levels of stress and/or pressure

Job Information

Position Level: Manager

Department: Telemedicine

Position Status: Temporary (12 month contract)

Activity Rate: 100%, 37.5 hours per week

Location: Based in any MSF location (HQ), located between UTC-5 (EST) and UTC +2 (EEST/SAST)

Salary Grade: A local salary compensation package including benefits is based on an internal salary grid and will be discussed during the selection phase.

Status: Must be legally entitled to work in Canada, or in the location where the work is being carried out; MSF Canada is not in the position to support a work permit process for any country outside of Canada

Additional Information

MSF Canada is a people-focused humanitarian organization that is proud to offer a diverse, collaborative, and inclusive work environment. We strongly believe this approach enhances our work and we're committed to equity in employment. The organization seeks to attract and engage the best professionals to join and maintain meaningful, productive, and lasting work relationships. We embrace diverse motivations and backgrounds of people working together to exhibit their passion in action for the social mission of MSF.

MSF Canada acknowledges the existence of systemic racism and oppression and is committed to sustaining and strengthening its anti-racism and anti-oppression (AOAR) efforts. As MSF Canada continues to grow and strive to remove barriers in its offices in Canada and in MSF work environments abroad, we welcome applications from individuals with unique experiences of intersectional oppression on the basis of their social markers such as their ethno-racial identity, age, gender identity, education, socio-economic status or place of origin. ***We encourage Black, Indigenous, People of Colour, LGBTQIA2S+ people, individuals living with disabilities and any individual experiencing vulnerable circumstances to apply.***

In line with MSF's December 2021 pledge to reduce our carbon emissions by 50% by 2030, compared to our 2019 baseline, we encourage everyone to embrace and embed sustainable and climate-friendly practices. Applying a climate and planetary health lens will help us improve our operational impact. Facing climate change and environmental degradation through our operational activities by focusing on mitigation and adaptation will decrease our dependency on fossil fuels, reduce our ecological footprint and help protect human health.

Everyone, at all levels, with all skill sets is needed to address the global threat of climate change.