Improvement & Innovation Lead

Impact Statement

The Improvement & Innovation Lead is our internal technical expert on Telemedicine's portfolio of services and a champion of service improvements to improve access and use. The Lead will manage the I&I Team, recruit, and develop technical Subject Matter Experts, and direct them in supporting Telemedicine achieving its visions. The Improvement & Innovation Lead will pilot new initiatives based on their evaluation of Telemedicine case data. They will also set standards for service and design along with best practices to be executed by the I&I Team. The Lead will develop a roadmap for the continuing evolution of Telemedicine services so the program can successfully incorporate case data into a living, scalable system. This system will improve existing services for the user experience while exploring new solutions as well. Working closely with the Clinical Operations Lead to integrate unique medical data and contexts from case data, the Improvement & Innovation team will then pursue the technical solutions based on the Lead's directives and timelines.

By these contributions, the Improvement & Innovation Lead will be a key figure in increasing the efficacy and the reach of Telemedicine's services across the globe. They will align their 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, improving patient care in MSF's projects globally.

Key Responsibilities

- Using a research-based approach, build outcome-oriented processes and services that focus on user needs and impacts on patient care
- Continually enhance the experience of the users of Telemedicine
- Master the technical life cycle of all products and services provided by Telemedicine to provide expertise on iterative change and implementation
- Guide a team of technical Subject Matter Experts from visioning to road mapping to execution of projects and processes
- Manage the program's data framework to ensure data is well-structured, accessible, and actionable for analysis and strategic decision-making
- Oversee the technical support team to ensure reliable service delivery, continuous improvement of support processes, and alignment with the program's operational objectives

Job-Specific Competencies

Research User Needs; focus on technical outcomes for a project, end user, and/or patient; prioritize optimization of the user experience

- Direct the Team efforts in researching improvements for users and patients
- Pilot new projects and services in alignment with the design thinking model and validate their ability to be sustained and scaled
- Design technical critical paths for iterative changes and updates

- Research external methodologies and innovations to ensure MSF is staying current with developments and trends in digital health solutions
- Coalesce instructive and innovative discoveries from research into visions to be presented to the other Telemedicine leaders for potential implementation
- Evaluate where current processes and designs possess untapped potential or could further facilitate growing usage across projects
- Evaluate technical requirements which will allow service and design changes to scale as they are improved

Drive Iterative Refinement; provide technical expertise and consulting; optimize processes
- Take ownership of the technical iterative process and drive outcomes forward
- Provide the Telemedicine Department with technical expertise for planned iterations
- Tackle errors in systems, processes, and any technical component within MSF's sphere of control
- Ensure implemented change is done strategically with a focus on useability and feasibility building towards medium- and longer-term service visions
- Analyze the iterative process itself to ensure it is being enacted efficiently
- Review processes for efficiency and security and optimize where possible
- Following successful pilot testing and review, manage handover of the iteration to Clinical Operations team
- Troubleshoot technical issues with our iterations and our vendors

Lead Data Analytics and Technical Support functions
- Support the Data Officer in the design and management of data dashboards for analysis of key metrics, operational audits, and user insights
- Ensure compliance with data verification processes to provide high-quality data for strategic insights
- Oversee the timely resolution of user issues and lead support process optimization when required
- Monitor and analyze data dashboards and technical support tickets to identify areas of improvement and inform broader strategic priorities
- Collaborate cross-functionally with the Growth and Clinical Operations teams to identify data and technical support needs and translate them into scalable solutions

Strategic Oversight and People Management
- 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 I&I team (according to the AP), and propose route correction when needed to achieve the goals
- Lead in the hiring and development of the team members to achieve their goals, establishing trust, respect, recognition and mutual accountability in a high performance, collaborative environment
- 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 Growth 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 1
- **Cross-cultural Awareness;** Demonstrates an integrating attitude: Proficiency Level 3

- **Analytical Thinking;** Makes complex plans and/or analyses: Proficiency Level 4
- **Strategic Vision**: Plans Actions Geared Toward Achieving Objectives: Proficiency Level 3
- **Results and Quality Orientation**; Improves performance and sets ambitious and realistic goals: Proficiency Level 3
- **Initiative and Innovation**; Looks ahead and creates opportunities for improvement within the MSF frame: Proficiency Level 3
- **Leadership;** Encourages, engages and motivates people: Proficiency Level 3
- **Security Awareness and Management:** Helps people for whom they are responsible to recognize contextual variables that influence security, understands security rules and when to apply them: Proficiency Level 3

Knowledge and Experience
- Knowledge of and/or previous experience in digital health tools
- Knowledge of and/or previous experience with SaaS vendors
- Experience with design thinking, troubleshooting and iterating technical systems
- Experience in evaluating systems and processes
- Experience with designing dashboards in Power BI or other data analysis tools
- Knowledge of project management

Education, Certifications, and Languages
- Fluency in English is essential
- Proficiency in French is desirable
  Proficiency in Spanish or Arabic would be an asset

Working Conditions
- Work is generally carried out during the day, Monday to Friday (9:00 a.m. to 5:00 p.m. UTC-5)
    - Some flexibility is required to have overlapping time considering the outlook and location of the TM team.
- Flexible work hours and a hybrid work model (40% if in MSF Canada office)
- Work requires long hours in front of a computer/laptop screen
- Domestic travel required – 10%
- International travel required – 5%
- High levels of stress and/or pressure

Job Information

Position Level: Manager
Department: Telemedicine
Position Status: Permanent
Activity Rate: 100%, 37.5 hours per week
Location: Toronto, Montreal, or hybrid/MSF adjacent timezone between UTC-5 and UTC+1

Salary Grade: Level 17 on the MSF Canada Salary Grid or a local salary compensation package including benefits based on the salary grid of the relevant MSF Office.

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

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 based on 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 deserving equity 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.