

Program Manager

Job type
Full-time

Location
Hybrid

humanresources@keepworkersfirst.com

About WorkersFirst Healthcare

Join a team whose mission is to reimagine the way healthcare workers live, work, and thrive. WorkersFirst is a technology-driven healthcare staffing company focused on solving problems caused by the use of temporary staffing agencies. Our first deployment is staffing PSWs and registered staff and at long-term care homes in Ontario. We operate in exclusive partnership with with SEIU Healthcare Training Centre, a major union, to connect the SEIU member-base of thousands of trained and experienced healthcare professionals with unfilled shifts at workplaces with staffing gaps through the novel and innovative WorkersFirst digital union hiring hall model.

About the role

In this role, you are delivering a world-class implementation experience for WorkersFirst's clients, from new client onboarding through to day-to-day staffing support. You will be leading the delivery to ensure implementations are achieved on time and to ensure we exceed client expectations.

Here's how you will make an impact

- Support the Enterprise Implementation Process to deliver a world-class implementation for both large and small/independent client accounts
- Oversee and support the implementation the workstreams for large client accounts to ensure scalable, on time, on schedule and in scope implementations, in partnership with the SEIU Healthcare recruitment team
- Serve as an escalation point and source of resolution for any project-related issues or roadblocks
- Improve repeatable processes to drive scalable enterprise implementations
- Develop and drive integrated project plans, aligning project approach with overall company strategy
- Lead risk management, ensuring risks have appropriate mitigation and contingency plans
- Lead, coordinate, and motivate all associated project resources to gain alignment on project goals and deliverables
- Support business optimization efforts internally in order to build efficiencies within the organization

What you bring to the table

- 5-7 years managing client-facing large, multi-site enterprise projects within the healthcare industry
- Experience successfully working with customer C-levels and senior management teams
- Startup/scale up experience is an asset
- Staffing agency experience is an asset
- Excellent ability to influence, communicate, resolve conflict and negotiate
- Previous experience with healthcare systems (EMR, SaaS) desired
- A demonstrated understanding of project management principles and approaches to project execution
- Experienced in developing documentation and presentations using multiple tools (Asana, GSuite, CRM platforms)

Who you are

You excel in a fast-paced, agile environment that requires critical thinking and strong problem-solving skills. You are comfortable navigating complex situations with poise; and you know how to communicate clearly and effectively to glean the respect of your team. You are detail-oriented in all aspects of your work to deliver quality results. Your proactive and positive outlook, coupled with your collaborative mindset, makes you an essential team player who drives the progress of our work.

What you'll get

- Hybrid work model
- Opportunities for advancement and career growth within the organization
- Base salary increases as the company grows
- Meaningful work experience where you will directly enrich the life of thousands of healthcare professionals
- Join a team being recognized for providing a unique and effective solution to systemic issues in healthcare
- Benefits package

Apply now at humanresources@keepworkersfirst.com

