



College of Licensed Practical
Nurses of Manitoba

The College of Licensed Practical Nurses of Manitoba (CLPNM) has an exciting opportunity available in the role of an Operations Consultant. This is a one-year contract position with the potential for extension.

Working closely with the Executive Director, the consultant will take on a key role in the implementation of several organization wide improvement projects. Reporting directly to the Executive Director, the successful candidate will provide instrumental support to the operational efforts of the organization with several micro- and macro changes, largely related to the implementation of multiple new frameworks including:

- regulatory functions
- risk management
- performance measurement
- decision making
- project management
- communication and reporting

The consultant will assist the Executive Director to build the policies, processes, tools, templates, and principle and value statements related to a new regulatory framework, decision making framework, performance measurement framework, project management framework, communications framework, and risk management framework. The successful candidate will also focus on increasing capacity throughout the organization, with an emphasis on the managers of the Executive Office.

Project Management

Working with Executive Director, the consultant will take on the project manager role for the projects related to the redesign and implementation of the following frameworks: regulatory functions, risk management framework, performance measurement, decision making, project management, and communications and reporting.

The consultant's project management role is also meant to contribute to the organization's capacity to organize, initiate, implement, monitor, and report on projects and project like cyclical work.

While the successful candidate will be responsible for carrying out some aspects of project management, they will also use the principles of organizational development and change management in the implementation of the organization's new frameworks with emphasis on increasing capacity throughout the Executive Office and select staff. This work will include but is not limited to:

- Developing in depth knowledge of the CLPNM's various short term, long term, and cyclical projects,

- Assist the Executive Director to build the policies, processes, tools, and templates related to a new regulatory framework, decision making framework, project management framework, performance measurement framework, communications framework, and risk management framework.
- Assist the Executive Director in implementing the new frameworks organization wide,
- Providing project management updates for the Executive Director,
- Developing and reporting against key performance indicators (both concrete milestones as well as qualitative measures),
- Implementing quality assurance activities to ensure the ongoing value of the frameworks, reduce redundancies, and optimize efficiencies,
- Supporting and mentoring others throughout the organization to successfully manage short term, long term, and cyclical projects,
- Conducting learning needs assessments across the organization in order to design and conduct manager and select staff training (group and one to one) on project management, including how to:
 - develop a project charter,
 - develop holistic project management plans,
 - identify, engage, and manage stakeholders, including the development of appropriate consultation plans,
 - define and manage scope,
 - manage time and resources,
 - manage and monitor costs,
 - define outcomes and milestones,
 - select and manage human resources,
 - develop a related communications plan, including reporting internally and externally, developing related presentations,
 - develop a risk management plan for the project, including identifying potential risks, risk analysis, and planning risk mitigation strategies,
 - perform quality management activities,
 - manage related records for historical, archival, validation, and defense purposes.

Communications and Reports

While the successful candidate will be responsible for drafting various reports and communications for the Executive Director, they will also use the principles of organizational development and change management, to implement an approved communication and reporting framework with emphasis on increasing capacity throughout the organization. This work will include but is not limited to:

- Developing in depth knowledge of the CLPNM's various internal and external reports and forms of communications,
- Implementing the newly approved communications and reporting framework organization wide,
- Implementing quality assurance activities to ensure ongoing value of the framework, reduce redundancies, and optimize efficiencies,
- Implementing approved templates for each report type and develop templates for reports that have not yet been created,

- Supporting and mentoring others throughout the organization to successfully take on report writing roles,
- Conducting learning needs assessments across the organization in order to design and conduct manager and staff training (group and one to one) on reports, including how to:
 - determine what report template/style is required and why,
 - assign the report appropriately,
 - edit reports for staff (as required by managers),
 - organize, plan and develop reports efficiently,
 - research, gather information, and gain control over large volumes of information,
 - manage data from various sources,
 - collaborate when developing reports,
 - analyze and synthesize into meaningful reports,
 - use and interpret data and trends,
 - appropriately use meaningful graphics
 - use language for clear, concise reports that are readable and accessible for the audience,
 - prepare presentations related to reports,
 - improve business writing and professional communication strategies.

Performance Measurements

The successful candidate will work with the Executive Director and Executive Office to design, develop, and implement a performance measurement framework that aligns with the regulatory function framework.

The consultant will play a key role in assisting the Executive Director and Executive Office to set, evaluate, and report on benchmarks, objectives, and KPIs for regulatory and business performance.

The consultant will work closely with managers and staff to build the capacity required to integrate the performance measures framework across all levels of the organization. This may include conducting learning needs assessments in order to design and conduct manager and staff training on the successful and long-term use of the performance measurement framework.

Organizational Development and Change Management

The consultant will provide insight and instrumental support to the Executive Director by creating and implementing change management strategies and plans that maximize adoption, utilization, and proficiency with organizational changes occurring now and in the future.

Working through the managers to involve all staff, the successful candidate will utilize the principles of organizational development and change management to support and build capacity and resilience within the team. This may involve regular meetings with the Executive Office, individual managers, and periodic all hands meetings.

The consultant will build capacity in the managers to manage organizational change by introducing concepts and supporting their ability to implement the following change management responsibilities:

- conducting change management assessments,
- identifying and preparing risk mitigation strategies,
- identifying and managing potential resistance,
- coaching teams and individuals,
- evaluating user readiness,
- creating actionable deliverables in change management levers (communications plan, sponsor roadmap, caching plan, training plan, resistance management)
- defining and measuring success metrics,
- report writing.

Education, Experience, and Skills

- University degree in communications, public relations, MBA, or a related field. A combination of education and relevant experience in a comparable capacity will be considered.
- Experience supporting and working, at a strategic level, with executives in government, regulatory, education, health, or a comparable public administration body.
- At least five years experience developing, implementing, and managing organizational communications and reporting strategies.
- At least five years experience with project management and a proven ability to lead concurrent projects. Experience with large scale organizational change efforts is an asset.
- PMP certification is preferred.
- At least five years experience working with performance measurement frameworks. Experience with performance measures in public administration bodies is an asset.
- Highly proficient in developing and executing professional training for adults.
- Highly proficient in reading, writing, and speaking English.
- Experience in writing a variety of reports including informational reports, interpretive reports, analytical reports, research reports, explanatory reports, progress reports, annual reports, monitoring reports, and summaries.
- Solid understanding of project management principles.
- Skilled with the application of various methods of performance measurement including KPIs, balanced scorecards, and the use of logic models to provide narrative reports on conceptual outcomes.
- A solid understanding of how organizations and people go through a change and the change process.
- Strong analytical skills.
- Strong problem solving and root cause identification skills.
- Flexible and adaptable; able to work in ambiguous situations and complex environments.
- Highly committed to creating a harmonious and positive experience for all employees.
- Experience with strategic and business planning activities is an asset.

Applications in the form of a resume and cover letter will be accepted by e-mail (info@clpnm.ca) until March 19, 2021 at 4:30 pm. We thank all applicants for their interest and will contact only those whose skills, knowledge and experience most closely match the requirements of the position.