

## Job Description

### Implementation Specialist – Fracture Liaison Service

Central City Tower

**DEPARTMENT:** Evaluation & Research Services  
**REPORTS TO:** Principal Investigator or Designate  
**JOB DESCRIPTION NUMBER:** E5516  
**JOB CODE:**

#### **OVERVIEW:**

**Supporting the Vision, Values, Purpose and Commitments of Fraser Health including service delivery that is centered around patients/clients/residents and families:**

Fracture Liaison Services (FLS) is an evidence-based secondary fracture prevention program that initiates treatments for patients who have had a recent low trauma fracture and are at risk of having repeat fractures. In collaboration with the Principal Investigator (PI), research team, and with assistance from the Project Coordinator, as part of a larger implementation science project - the Implementation Specialist is responsible for the planning, design, and evaluation of implementing FLS at specific acute sites in Fraser Health.

#### **KEY AREAS OF INVOLVEMENT INCLUDE:**

- Works collaboratively with site leads to identify barriers, facilitators and opportunities to support FLS implementation. Recommends and discusses options to resolve barriers with PI and research team.
- Documents and completes site process and patient journey mapping, and conducts key informant interviews and focus groups with the support of research team members and research coordinator.
- Identifies and establishes relationships with key site stakeholders, including leaders and decision-makers.
- Participates in and/or leads meetings throughout the project lifecycle; seeks input from stakeholders (physicians, staff, managers, directors.) during all stages of the project. Attends and/or leads meetings to manage issues, problems, and schedules, and to direct activities as required; ensures meeting outcomes and decisions are accurately documented and follow-up actions are completed in a timely manner.
- Carries out project plans according to established research and evaluation methodologies to ensure successful and coordinated completion of project components by facilitating consensus with stakeholders.
- Liaises with various internal and external stakeholders; conveys information and responds to queries, concerns with respect to project status. Provides frequent clear and concise reports to PI and research team regarding ongoing issues, progress updates, challenges and opportunities.
- Ensure that once the FLS is established, that the core competencies are taking place as per the key performance indicators of the Osteoporosis Canada FLS registry through consistent monitoring and evaluation.

**QUALIFICATIONS:**

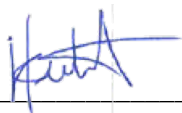
Bachelor's degree in a health sciences, health or business administration or other related discipline. Three (3) to five (5) years' recent, related experience in project management and facilitating and managing consultation processes with a wide range of stakeholder groups. Valid Class V BC Driver's License and access to personal vehicle for business related purposes.

**COMPETENCIES:**

**Demonstrates the LEADS capabilities of Leads Self, Engages Others, Achieves Results, Develops Coalitions and supports Systems Transformation.**

Professional/Technical Capabilities:

- Comprehensive knowledge of project management principles and methodologies
- Ability to develop and maintain rapport with various stakeholders internal to the organization.
- Ability to effectively present and clarify requirements, expectation, ideas and concepts to researchers, health professionals, and decision makers
- Excellent facilitation and interviewing skills
- Ability to resolve conflict and mediate issues
- Excellent oral and written communication skills to function within a complex interdisciplinary environment including ability to communicate at all levels of the organization.
- Good understanding of health care system within British Columbia (Fraser Health)
- A high level of computer literacy with word-processing, Microsoft software, spreadsheet, presentation, project management and database applications.
- Considerable judgement and problem solving ability
- Demonstrated ability to work within a dynamic environment with changing priorities.
- Physical ability to carry out the duties of the position.



Manager

September 3, 2019

Date

Employee Experience

Date

Revised: 03/Sep/2019

Replaces: