

Public Health Ontario (PHO) provides expert scientific and technical advice and support to government, public health units and health care providers to protect and improve the health of the people in Ontario.

Our work sheds light on what affects health, while also quantifying the burden of disease and health inequities, to inform public health planning, programs and policy. We also operate the provincial public health laboratory, conducting critical clinical and reference testing for health care providers in primary care and hospitals as well as for public health units across Ontario.

Job Title: Manager, Laboratory- Operations Transformation

Department: Laboratory Supply Chain

JR: JR102272

Classification: Contract (Fixed Term) 24 Months

Posting Date: May 5, 2026

Closing Date: May 20, 2026

Job Summary-

To manage and lead the strategic transformation initiatives, change management and emphasize operational excellence, within Public Health Ontario's (PHO's) laboratory services. The role advances laboratory transformation initiatives while ensuring compliance with regulatory and accreditation requirements.

Key Responsibilities-

- Leads process improvement, optimization, and laboratory transformation initiatives using data analysis and Lean/Six Sigma methodologies to optimize workflows and strengthen quality frameworks.
- Leads the development and implementation of change management strategies to support adoption of new laboratory systems, automation, and optimized service delivery models.
- Provides operational, technical, and functional leadership support to the Director, Laboratory Operations to ensure continuity, stability, and effective day-to-day delivery of laboratory services during periods of transition across all PHO sites.
- Leads laboratory transition and transformation activities, including planning, coordination, implementation, monitoring of operational changes, and workflow redesign for new or evolving service delivery models.
- Oversees the evaluation, maintenance, and continuous improvement of Standard Operating Procedures (SOPs), corrective actions, and quality indicators to support regulatory, accreditation, and quality management requirements.
- Ensures accreditation readiness and compliance with regulatory, safety, quality, and documentation standards across all transition and project activities.
- Leads the coordination of laboratory transformation initiatives, ensuring alignment with corporate priorities, operational requirements, and PHO-wide standards.

- Prepares and oversees operational updates, briefing materials, analyses, and reports to inform the Director on progress, risks, emerging issues, and mitigation strategies.
- Identifies, analyzes, and escalates operational risks and issues arising during transition or transformation activities and recommends timely and effective resolution strategies.
- Leads and facilitates cross-functional collaboration by serving as a liaison between laboratory operations, program areas, project teams, facilities, technology services, logistics, procurement, and internal and external stakeholders.
- Establishes and monitors operational performance indicators to evaluate the effectiveness of transition activities, project outcomes, and transformation efforts.
- Oversees operational planning and readiness activities for new initiatives, equipment installations, facility changes, workflow modifications, and laboratory enhancements.
- Supports procurement-related activities, including RFX documentation, vendor engagement, and evaluation processes, in alignment with PHO procedures.
- Directs research, analysis, and environmental scanning on operational and transition-related issues to identify trends, assess impacts, and support evidence-based decision-making.
- Provides leadership, guidance, and direction to assigned staff and project teams in accordance with internal policies, professional standards, and collective agreement requirements.
- Represents laboratory operations on cross-functional committees, working groups, and project teams to ensure alignment across PHO transformation initiatives and operational priorities.
- Performs other related duties as required to support laboratory operations, organizational transitions, and departmental objectives.

Knowledge and Skills-

- Knowledge of performance measurement, quality indicators, data collection tools, and quality management systems to ensure efficient and effective service delivery.
- Demonstrated leadership, team-building, and stakeholder relationship management skills to foster positive employee relations and collaborative partnerships.
- Strong organizational, prioritization, and workload management skills to manage multiple concurrent initiatives and projects.
- Knowledge of PHO's laboratory programs, to support service improvement and contribute to short- and long-term planning.
- Demonstrated proficiency with standard computer systems and software, including Microsoft Office (Word, Excel, PowerPoint), SharePoint, and collaboration tools, to analyze information, prepare reports, and support operational monitoring.
- Demonstrated project management, change management, and financial/budget management skills.

Education and Experience-

- Bachelor's degree in medical laboratory science, operations management, or a related field.
- A practicing certificate of registration with the College of Medical Laboratory Technologists (MLTs) of Ontario (CMLTO) is an asset.
- Four (4) years of relevant laboratory experience, including three (3) years of progressive management or leadership experience; consideration will be given to an equivalent combination of education, experience, and other recognized MLT certification.
- Knowledge of microbiology or other laboratory disciplines within a clinical laboratory setting to provide technical oversight and support day-to-day laboratory operations.
- Demonstrated experience with quality improvement methodologies and tools, such as Lean principles, Green Belt, or Six Sigma.

- Formal education or certification in project management (e.g., PMP, PRINCE2) is considered an asset.
- Formal education or certification in change management (e.g., Prosci, ADKAR) is considered an asset.
- Unionized environment experience and microbiology registration are considered assets.

Attributes and Competencies-

- Written and oral communication, consultation and presentation skills are required to communicate with internal and external clients and staff.
- Oral and written communication skills to work collaboratively with medical and non-medical clients and staff to provide advice and present technical/specialized information.
- Written communications skills are required to write standard operating procedures and to prepare business cases, procurement documentation, memos, and briefing notes for operational purposes and to communicate with senior management.
- Diplomacy, negotiation and interpersonal skills to develop networks and partnerships with one or more of public health, research, academic, and institutional sectors, to manage critical relationships internally and externally (with clients and stakeholders and to build networks to negotiate and resolve conflicts).
- Presentation skills to communicate very complex technical information or concepts to a variety of executives or stakeholders at varying levels.

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