

Position description

# Success Manager- Canada

## Background

Streamliners Canada is the Canadian branch of the global organisation, Streamliners. The goal of our flagship product, HealthPathways, is to improve the health and wellbeing of people around the world by enabling:

- Community – collaborating globally for local impact
- Conversations – agreeing about what will work around here
- Clarity – offering clear guidance at the point of care

Our high-value, long-term relationships with our customers (members) are based around excellent HealthPathways content and systems, and our unique Member Services support. We are expanding our membership base so that more people around the world can benefit from HealthPathways and we can, in turn, invest in scaling and developing our offering to optimise the value of our services to members. In growing the HealthPathways Network in Canada, we are looking to appoint a success manager to support the in-country delivery of HealthPathways.

## Purpose of the role

The primary focus will be on delivering excellent service support, ensuring new and existing members receive all of the support required to optimise the success of their programme. This is a key role in supporting our members, acting as the main point of contact and the conduit to the internal teams within Streamliners, seeking to proactively resolve all member queries in a professional and timely manner. Primary functions include:

- Lead on the delivery of excellence in establishing new members to the HealthPathways network in Canada
- Act as a central conduit of communication between Streamliners and its existing and emerging members within Canada
- To ensure HealthPathways members attain the goals of their HealthPathways programmes in order to provide value for their health systems.
- To support new HealthPathways members to establish and deliver high value services that meet their needs.
- To actively contribute to projects that deliver system and process improvements with benefits realised by Streamliners and members.

## Reports to

- Director of Operations UK (initially, with long term aim to establish in country line management arrangements)

## Direct reports

None

## Key tasks and outcomes

### Member support

- Act as the central conduit, coordinating the numerous interfaces between the Streamliners team and the HealthPathways programme team members
- Act as a personable, responsive, resolution-focused key point of contact for day-to-day requests and enquiries
- Build effective, ongoing, high trust relationships with partners and stakeholders
- Drive member satisfaction levels, giving confidence that member needs are being met
- Advocate for members' needs and bring member improvement suggestions and requests to be incorporated into quality improvement processes
- Resolve and monitor programme-related questions, issues, and requests from members and Streamliners employees, by:
  - taking ownership of the question, issue, or request until it is fully resolved in a timely basis
  - retaining the responsibility for the question, issue or request until fully resolved, when escalating to or facilitating resolution with others
  - organising and facilitating meetings involving the members and Streamliner's representatives
  - addressing any issues with the relevant clinical editor, coordinator, and programme manager
- Keep members fully informed about their support questions, issues, and requests, by regularly and clearly communicating to, following up with, and updating members until fully resolved
- Represent member programmes internally by participating in processes and meetings that impact member programmes, including:
  - contributing to the development and renewal of service agreements, pricing, and CPI increases
  - attending team meetings, and regional group manager and regional group clinical advisor meetings
  - project meetings affecting members

- Represent Streamliners externally by communicating responses, policies, and the needs of Streamliners to representatives of member programmes

## Member performance and success

- Identify, build, and maintain positive relationships with member representatives, with a focus on the programme manager level
- Monitor the performance and success of member programmes, by:
  - preparing progress reports and providing updates to programme managers
  - planning, scheduling, and facilitating regular progress meetings with member representatives in Canada and across the world
  - discussing localisation and review workplans and progress, budgets/agreed hours, engagement strategies, and the value of HealthPathways
  - monitoring performance and success patterns across the network
- Guide the performance and success of members' programmes by:
  - assessing the training needs of, and delivering orientation training and mentoring to, new programme managers
  - directing the programme manager to written guidance and providing resources and templates
  - involving and seeking advice from other Streamliners teams as necessary
  - developing presentations, writing short reports, obtaining supporting data, and facilitating meetings, as needed

## Network support

- Build collaboration in the HealthPathways network through organising regional forums and other meetings to support regional groups and the wider network
- Actively engage with member representatives in regional group meetings and throughout the network
- Increase learning and collaboration within the network through leading or contributing to masterclasses, webinars, news stories, and HealthPathways events
- Improve network resources
- Participate in or lead projects and initiatives that benefit network members

## Establishment

- Engage and meet with members at programme and executive level to promote and discuss establishment and success of their HealthPathways programme
- Plan, manage and deliver establishment services for new HealthPathways implementations
- Assist other Streamliners teams to support local team members, regional groups, and strategic partnerships on relevant escalated issues

## Plan service delivery

- Meet with key stakeholders and work in partnership to identify the issues, objectives and key results
- Set and manage clear expectations, responsibilities, and timelines with the member
- Develop and agree the service delivery plan including timelines for the establishment service
- Schedule subject matter expert advisors needed for the service as planned

## Monitor and oversee service delivery

- Provide regular updates to the member's stakeholders, as well as internally within Streamliners
- Act as the main point of contact
- Monitor the realisation of benefits with the executive sponsor at the completion of establishment

## Company culture

- Support a culture of cooperation, continuous learning, and improvement, and reflect and protect our company values.
- Contribute to the development and implementation of a positive Streamliners culture.
- Encourage and support the development of cultural competency.
- Follow all policies and procedures as set out in the Streamliners individual employment agreement and Streamliners knowledge bases.
- Comply with the information security policies and procedures to safeguard Streamliners' information and any other agreed standard certification regulations.

## About the role

### Interpersonal relationships

#### Internal

- All teams across the organisation
- Regional Group Clinical Advisors

#### External

- HealthPathways Programme Managers (primary relationship)
- HealthPathways Executive Sponsors
- HealthPathways Coordinators

# About the person

## Education and experience

- A bachelor's degree (or higher qualification) or background in a business-related or health management field would be beneficial
- Proven experience in an account management, product management, or broader role involving managing customer/external stakeholder relationships
- Proven experience and success:
  - managing customer relationships and contracts
  - navigating and resolving complex problems
  - expertly managing difficult conversations
  - ensuring customer/member satisfaction
  - managing projects and budgeting
  - managing working groups, workflows, and maintaining accountability for work progress
  - arranging and chairing meetings and presenting to customers
  - defining KPIs, statistical reporting, and/or numerical analysis
  - building rapport at all levels, with both member and internal teams
- Significant knowledge of the Canadian health system

## Knowledge, skills, and abilities

- Excellent interpersonal skills with the ability to engage positively with employees and members, at all levels of the company and network.
- Excellent verbal and written communication skills.
- Proven ability to deliver, and high motivation to achieve the best results.
- Proven ability to make sound decisions, showing good judgement.
- Strong analytical and creative problem-solving skills.
- Positive outlook, a can-do attitude, and a willingness to learn and be part of a team.
- Proven ability to identify smarter and better ways of doing things and drive continuous improvement and change.
- Excellent time management and organisational skills.
- Strong digital and software skills.
- Strong attention to detail.

## Attributes

- A strong team player.
- An effective collaborator, influencer, mentor, and coach.
- A clear communicator who values clarity for others.
- Highly motivated and proactive.

- Resilient, self-aware, and composed under pressure.
- Adaptable, with the ability to flex in order to get the best outcome.
- Highly organised, methodical, and handles several simultaneous projects with ease
- A positive, resilient person who keeps going even when there are bumps in the road and shows composure under pressure