

Ad Copy

Director, Digital Operations VHA Home HealthCare



VHA Home HealthCare (VHA) is a not-for-profit charitable organization that has been a cornerstone of care, compassion and transformation in our communities for over a century. As one of the largest not-for-profit providers of publicly-funded home care in Ontario, our team of over 3,000 homecare specialists provide personal support, nursing, rehab and community support services in Toronto and the GTA as well as in London, Kingston, and Ottawa. Fueled by a passion for research and innovation, our commitment to advancing the homecare sector has served as a driving force in our continued growth and operational excellence.

Director, Digital Operations

VHA Home HealthCare is redefining what's possible in home and community care through innovation, data, and technology. As the Director, Digital Operations, you'll play a pivotal role in shaping the digital systems and strategies that empower thousands of care providers and improve the lives of clients across Ontario. You'll join a mission-driven organization that's bold, collaborative, and future-focused—one that's harnessing AI, cloud technology, and data insights to transform care delivery and bring more care home.

In this role, you'll partner with the VP Digital Health & CIO to execute VHA's digital strategy, championing projects that modernize healthcare delivery—from AI enablement and analytics to platform integration and cybersecurity. You will lead a high-performing team, foster a culture of inclusion and innovation, and collaborate with cross-functional leaders to co-design technology solutions that improve client-centered care and deliver an excellent customer experience to our teams.

As the Director, Digital Operations, you will oversee industry leading enterprise applications (Workday, ServiceNow, Microsoft Azure & 8x8), drive digital transformation, and advance VHA's AI roadmap and analytics capabilities. You will also oversee Analytics and AI, Operational Excellence, and Human-Centric Innovation by delivering digital solutions that automate processes, enhance care quality, and reflect the needs and voices of clients and providers.

VHA Home HealthCare – Digital Strategy

VHA Home HealthCare's digital strategy is focused on transforming home and community care through innovation, data, and technology. The strategy aims to empower staff, providers, and clients with integrated, intelligent, and user-friendly digital tools that enhance care quality, efficiency, and experience. VHA is advancing this vision by:

- Modernizing core systems through leading enterprise platforms such as ServiceNow, Workday, and Microsoft Azure, creating a secure, scalable, and connected digital ecosystem.
- Leveraging data and AI to drive insight, predictive capabilities, and applied research, enabling smarter decisions and personalized care.
- Enhancing digital experiences for employees and clients with automated, human-centered solutions that simplify workflows and improve satisfaction.
- Building strong partnerships with technology leaders to position VHA as a provincial leader and preferred digital partner in home and community care.
- Maintaining operational excellence through resilient, cloud-based infrastructure, robust cybersecurity, and high system performance.

Together, these initiatives support VHA's goal of bringing more care home and shaping the future of health and independence through digital innovation.

Director, Digital Operations Responsibilities

- Drive Digital Strategy & Transformation
- Lead Platform Integration
- Oversee Applications & Records Management
- Advance AI, Data & Analytics
- Maintain Infrastructure & Cybersecurity
- Manage Vendors & Partners
- Foster Innovation & Human-Centered Design
- Inspire and Lead a High-Performing Team

Director, Digital Operations Ideal Candidate

The Director, Digital Operations will possess progressive experience in developing and executing digital strategies, applying change management principles supporting the implementation of digital tools, managing technology vendor relationships and contract negotiation, along with a minimum of 8 years of experience managing technology operations, ideally within healthcare or home care.

The Director will have a strong understanding of cybersecurity technology and related legislative requirement and standards (NIST), and a proven track record of leading digital transformation initiatives in collaboration with business stakeholders. Demonstrated experience delivering strong customer service experiences with technology, experience with data analytics and strong understanding of data governance principles and practices, and experience working with AI systems (Gen AI, LLMs, NLP) is required, as is a Bachelor's degree in Health Science, Computer Science or a related field, a Master's Degree is preferred.

To express interest in this exciting opportunity, please submit your cover letter and resume, in confidence, to <https://www.miramsbecker.com/director-digital-operations-vha>. For additional information contact Hayle Becker at hayley@miramsbecker.com or Natalie Woods at natalie@miramsbecker.com.

VHA Home HealthCare and Mirams Becker Inc. are equal-opportunity employers committed to an inclusive, barrier-free recruitment and selection process. We respect, encourage, and celebrate diversity. We are committed to providing accommodations throughout the recruitment process. If you require accommodation, please notify us and we will work with you to meet your needs.