
Manager, Healthcare Practice

Widely recognized as Canada's leading litigation practice, we have successfully represented clients' interests in some of the most complex, high-profile cases in Canadian legal history. Focusing exclusively on litigation and advocacy, we practice across dozens of legal areas and industries and represent our clients where it counts – on our feet in all levels of the courts and before every kind of tribunal. Learn more at litigate.com.

Lenczner Slaght is at the forefront of representing health care professionals in a varied portfolio of healthcare litigation in Canada including civil proceedings, regulatory proceedings, hospital privileges matters, and other administrative proceedings. Our healthcare practice team also provides legal advice on issues such as consent and capacity, privacy law, medical assistance in dying and other medical-legal issues. We are looking for a dynamic and dedicated **Manager, Healthcare Practice** to lead the business operations of this high-volume practice.

In this *newly created dynamic role*, we seek a passionate professional to enhance our service delivery. If you are motivated by the opportunity to contribute to a leading litigation team and make a significant impact in the field of medical-legal defence, we encourage you to apply.

ROLE DESCRIPTION

Reporting to our Director, Legal Operations & Client Solutions, and working directly with the partners leading our healthcare practice, the **Manager, Healthcare Practice** serves as a lead and coordinator on all aspects of our healthcare practice. They will manage our team of allied legal professionals and draw on legal experience and our firm's expert resources to manage a high-volume practice while ensuring the highest quality of service and client deliverables.

ROLES & RESPONSIBILITIES

Case Portfolio Management

- ▶ Ensure robust internal reporting, including financial reports and key metrics, to aid decision-making.
- ▶ Provide regular updates to partner leads and senior management on various metrics including caseload status, case intake and progress of process improvement projects.
- ▶ Create, monitor, and update policies and best practices to maintain consistency and quality of client service.

Matter and Portfolio Budget Management, Reporting & Quality Control

- ▶ Orchestrate the preparation of an annual case portfolio budget with corresponding monthly tracking reports in collaboration with Finance & Accounting and Business Development.
- ▶ Gather, organize and synthesize practice information from team to respond to external requests.
- ▶ Provide quality control support on all reporting materials.
- ▶ Ensure compliance with all relevant client guidelines and policies.
- ▶ Coordinate events and initiatives with Business Development and Professional Development teams.

Process Improvement

- Continuously monitor, evaluate, and improve processes to increase efficiency, effectiveness and consistency in the management of our portfolio of healthcare cases and our service delivery.
- Evaluate, maintain, and recommend changes to technologies supporting the business.
- Track and manage vendor and third-party relationships.

Team Leadership and Management

- Lead and manage a team of allied legal professionals, including law clerks and intake coordinators.
- Oversee talent development, performance management, and recruitment.
- Manage internal budget and expenses, and day-to-day operations, including vacation, transition planning, and any coordination with Human Resources.
- Identify training needs and opportunities for professional development to enhance the team's skills and integration with the firm.

Onboarding & Continuing Education

- Manage orientation and onboarding for legal assistants, legal professionals, and allied legal professionals in the healthcare practice.
- Coordinate continuing legal education programs and training with the Professional Development team and healthcare practice leaders.
- Manage practice precedents and assist in the development of checklists, toolkits and other practice supports.
- Develop and maintain a comprehensive healthcare practice handbook outlining various roles and responsibilities.

EDUCATION & EXPERIENCE

➤ Educational Background:

- Undergraduate degree, ideally in business or health-related field.
- Law degree is preferred and will be considered an asset.

➤ Work Experience: Candidates should have five to ten years of experience in one or more of the following areas: litigation, regulatory work, knowledge management, health law, or managing portfolio litigation. Although experience as a practicing Lawyer is preferred, this experience could be gained while working with any of the following types of organizations:

- Law firm
- Health insurer
- Professional regulatory college
- Government agency
- Insurance company
- In-house legal department.

KEY SKILLS & CHARACTERISTICS

- **Written Communication Skills:** Excellent drafting and written communication skills.
- **Meticulous and Thorough:** Strong attention to detail with the ability to integrate materials from different backgrounds, conduct thorough quality control, and ensure clear and precise client deliverables.
- **Verbal Communication Skills:** Excellent verbal communication skills and the ability to effectively interact with healthcare practice clients, lawyers and other stakeholders.
- **Client Service & Solutions:** Exceptional client service skills with a strong focus on developing and implementing client-centric solutions to enhance service delivery.
- **Continual Learning:** Strong willingness to learn the particulars of our portfolio of cases and the various proceedings that make up our healthcare litigation practice.
- **Financial Literacy:** Ability to work with and understand matter and portfolio budgets, financial modelling and reporting.
- **Technology Proficiency:** Proficiency in MS Office (Outlook, Word, Excel, PowerPoint) is required, and aptitude for learning, evaluating and assisting with the implementation of various software programs and applications.
- **Organization:** Superior organizational, time management, and project management skills with ability to multi-task and manage multiple stakeholders and deliverables.

OTHER INFORMATION

- **Reporting Details:** Reports directly to Director, Legal Operations & Client Solutions (recruitment in progress).
- **Hours of Work:** 9:00 am to 5:00 pm. Flexibility in working hours can be expected to meet the needs of the firm.
- **Work Arrangement:** This role is hybrid (minimum two days a week in the office) in accordance with the firm's current policy, which may be amended at any time.

WHAT DIFFERENTIATES US?

We're expert litigators. Our experience is why people turn to us in the most difficult situations. We have done tens of thousands of cases, thousands of hearings, and hundreds of trials and arbitrations for our clients. Litigation is our passion and focus.

We're bold innovators. As deep thinkers and problem solvers, every person at our firm can envision, plan and execute big ideas. If it hasn't been done before, we aren't afraid to be the first. See our award-winning programs: ReferToHer™, Commercialist.com, and Data-Driven Decisions.

We're team players. We are a firm with deep values, centered around our commitment to excellence and winning. We promote supportive, collaborative working relationships. We know the power of our people and we intend to harness that for the benefit of our firm, our clients, and our industry.

We're future focused. To remain number one, we recruit and develop top talent – this includes lawyers and non-lawyer alike. We attract the best clients and work on the best cases. We live our values. We professionalize our business. And we implement big, bold ideas. In short, we're prepared for the future and committed to success.

We're diverse thinkers. We are committed to equity, diversity and inclusion because our varied perspectives, backgrounds, identities, and cultures are our greatest assets – it enhances our collaboration, problem-solving, and litigation strategy. That's what gives us an edge with our clients.

We're award winners. We're driven to be number one for our clients and for ourselves. We have been recognized by Lexpert as the #1 firm in Toronto for Litigation for 22 consecutive years and are ranked top-tier by world-renown directory, Chambers Canada. We strive for excellence in everything we do.

HOW TO APPLY

Qualified candidates are asked to submit their cover letter and resume to Isabelle Naraine (Director, Human Resources) [here](#).

Lenczner Slaght invites applications from all qualified candidates. We encourage applications from candidates with diverse backgrounds. We are committed to advancing inclusion, diversity, equity and accessibility in the workplace. Accommodation will be provided in all parts of the recruitment and hiring process. Please direct all questions, including requests for accommodation, to [Human Resources](#).