

External Job Posting

Position Title: Manager, Clinical Services
Employment Status: Permanent Full Time
Hours of Work: Monday to Friday, 35 Hours
Position Reports to: Director, Clinical Services
Primary work location: Oshawa/Ajax/Pickering

Organization – Quick Overview

Carea Community Health Centre (Carea) is a registered, charitable organization providing a wide range of free services and programs to community members across Durham Region.

We are an interprofessional group of staff that include team members such as physicians, specialists, healthcare staff, mental health professionals, program and support staff. Our expert team provides a wide range of healthcare, mental health, and social services that are inclusive, equitable and accessible to all. Carea's comprehensive services address the complex picture of human health. This means we consider the social, emotional, economic, health and developmental circumstances an individual is experiencing when accessing services. We partner with clients to improve their own health and wellness.

We strive to be accessible to community members who face barriers such as culture, gender, age, geographic isolation, homelessness, language, physical and/or cognitive disabilities, poverty, sexual identity and race.

Position Overview

The Clinical Manager is accountable for quality of care and operational excellence in their assigned programs and will be responsible for promoting outstanding experiences for both clients and staff within Carea's holistic model of service delivery across multiple sites within Durham Region. Assigned programs include Carea's Primary Care Team, Diabetes Education Program, and Child, Youth, and Family Clinic. The Clinical Manager develops, implements, and evaluates program plans with a focus on authentic staff engagement and best possible outcomes for specific client populations. The Clinical Manager is a key leader in implementing program directions consistent with Carea's strategic plan and changing health system requirements and innovations. Communication and collaboration with clients, staff, and system partners are core expectations of this role.

Leadership and Management Responsibilities

Leadership:

- Work with Director and peers to develop and execute annual operating plans and day to day operations
- Accountable for program alignment with and achievement of organizational strategy and goals;
- Provide operational leadership and direction in the safe, effective, and efficient delivery of services
- Be jointly responsible, as a member of the management team, for the effective implementation and adherence to Health and Safety legislation;

Management:

- Coordinate service delivery and scheduling;
- Manage interprofessional teams in clinical areas: this includes communicating job expectations, planning, monitoring, auditing and appraising productivity and job results against Individual and Agency objectives and strategies;
- Providing performance management through coaching, counseling, and disciplining program staff;
- Manage the development of annual program plans and reports that align with organizational objectives and strategic directions;
- Collaborate with peers and Human Resources on recruiting, selecting, orienting and training employees;
- Ensure adherence with legislative requirements and employment principles (e.g., AODA, Human Rights Code, Ontario Employment Standards);
- Evaluate current practices and program outcomes, and lead quality improvement initiatives
- Demonstrated knowledge and skill in leveraging collaborative relationships, including but not limited to inter-professional team members and other internal and external stake holders.
- Self-directed and highly motivated with excellent interpersonal and communication skills (written and verbal)
- Achievement-oriented and demonstrates excellent organizational and coordination skills and the ability to prioritize multiple competing workload demands.
- Able to provide leadership, support, and critical analysis in stressful, complex, and emotional situations.
- Demonstrates Inspirational Leadership – energizes and creates a sense of direction and purpose for employees and excitement and momentum for change.
- Demonstrates Strategic Outlook and Alignment – thinks strategically; understands long term organizational strategy and vision.
- Takes an inventive and innovative approach to looking at organizational possibilities and opportunities while demonstrating the ability to take responsible risks.
- Demonstrates a drive for results and efficiency.

Financial Management:

- Assist in the preparation of annual operating budgets
- Monitor variances and participate in recommending and executing appropriate responsive action
- Monitor and ensure proper financial and EMR coding
- Assist with the preparation of funding requests and reports

Key Qualifications

- Bachelors degree in Nursing or related Health Sciences discipline. Formal management education and training preferred. Master's degree preferred.
- Current registration as a health care professional
- Minimum of two (2) years recent work experience in a Primary care or outpatient clinic setting
- At minimum, 3 years direct management experience in a health care setting, community not-for-profit, or public sector organization
- Proven knowledge and skills with client records management and electronic medical records and external reporting.
- Highly developed administrative, project management, evaluative, problem-solving, and organizational skills including time management and the ability to demonstrate flexibility to address competing demands
- Demonstrated understanding of management principles related to administration, finance, and human resources
- Collaborative, solution- and system-oriented approach; demonstrated ability to develop coalitions with cross functional team members within and outside of the agency
- Excellent interpersonal, verbal, and written communication skills with proficient computer skills
- Satisfactory criminal reference check.
- Valid "G" Ontario driver's license and unlimited use of a vehicle.

Full vaccination (minimum two doses) against COVID-19 is mandatory for this position (Carea CHC will however adhere to its duty to accommodate those who are unable to be fully vaccinated for a reason related to a human right protected ground).

Application Process:

- 1) If you are interested in being considered for this position, please submit a cover letter and resume outlining your qualifications and expectations by email to recruiting@careachc.ca. This position will remain posted until filled.
- 2) While we thank all applicants for their interest in applying, only those qualified and considered for an interview will be contacted. All applicant submissions will be kept on file for six months, for future consideration.
- 3) All applicants are encouraged to provide a valid email address for communication purposes. Applicants may receive written correspondence regarding this job posting directly to the email address provided on their resume. As an applicant, it is your responsibility to ensure that you check your email regularly.
- 4) All positions are subject to the successful completion of the following pre-employment conditions for all external hires: Reference Checks; and Criminal Background checks (including Vulnerable Sector Screening).

Carea Community Health Centre is committed to complying with all applicable standards as set out in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the provisions of the Ontario Human Rights Code, and any other applicable legislation. Accessibility: If you have accessibility needs and require alternate formats or other accommodations please contact Human Resources at 905-723-0036, or by email to recruiting@careachc.ca. **Carea Community Health Centre, and staff are dedicated to creating an inclusive environment that welcomes diversity.**