



Job Posting

Position Title: Lead, Integrated Care & Experience (2 positions)

Job Posting Deadline for Internal Candidates: May 8th 2024 at 5:00pm

Employment Status: Full time Permanent

Position Status: This is a **Non-Bargaining Unit position.**

Hours of Work: Monday-Friday, 35 hours per week

Salary Range: \$75,000 - \$80,000, commensurate on skills and experience, plus participation in HOOPP

Positions Report to: Senior Manager, Integrated Care and Experience

Primary work location: Oshawa & Pickering, with flexibility to travel to or work at other DCHC sites as required.

Organization

Durham Community Health Centre (DCHC) is a registered, charitable organization that provides integrated, accessible, and equitable community-based primary care, wellness services, and health education to Durham community members who face multiple barriers to their health and well-being.

DCHC also provides equity-based programs and services that focus on priority populations such as Indigenous, Black, the 2SLGBTQI Community, Newcomers to Canada, Seniors, and Unattached patients (i.e., those without a family doctor), to name a few. DCHC ensures Durham community members receive not only sick care, but preventive care as well.

At DCHC, we are a team-based interprofessional group of staff including physicians, nurse practitioners, nurses, counselors, dietitians, outreach workers, medical secretaries, and other administrative staff. We always place every client at the centre of our approach to care, based on their needs. We address these needs through integrated clinical and wellness care and health education.

It's an exciting time to be joining DCHC, while we are embarking on an energizing path with a focus on making our biggest impact yet on local health care by diversifying, expanding, and leveraging our Strategic Plan, Theory of Change, Brand, Client Stories and Resources.

DCHC's 2023 – 2026 Strategic Goals

- Drive Program and Service Integration and Client Experience Across All that DCHC Does
- Evolve Program Offerings to Improve Health Equity and Meet the Needs of DCHC's Priority Populations
- Establish DCHC as a System Advocate and Champion for Equity
- Enhance DCHC's Brand and Awareness Across Durham Region
- Become an Employer of Choice with a Focus on Recruitment, Retention, and Development



Position Overview

As an essential member of the Integrated Care & Experience (IC&E) team at Durham Community Health Centre (DCHC), the Lead, Integrated Care & Experience (IC&E Lead) position will report directly to the Senior Manager, Integrated Care & Experience. This role places a strong emphasis on fostering positive relationships within the team while supporting the Senior Manager in leading DCHC's Integrated Care & Experience portfolio. The primary focus will be on operational components related to team management, ensuring the effective delivery of Clinical, Wellness, and Health Education Programs & Services, with a specific emphasis on community members.

Key Responsibilities:

Operations Support:

- Support positive working relationships within the team through effective communication, a culture of collaboration, accountability, inclusivity, and innovation.
- Provide insights into service delivery design, support goal setting, staff performance enhancement and quality improvement efforts across all programs.
- Effectively support fair workload distribution, employee scheduling and actioning of absence requests
- Support processing of staff expense submissions, ensuring compliance with organizational policies.
- Support the design of evidence-informed clinical decision-support tools and policies
- Ensure employees are aware and understand the application of DCHC's policies, processes, and standards.
- Support centralized procurement and supply ordering process
- Support management of IT issues that impact staff and operations
- Assist with client scheduling and the resolution of clients concerns
- Assist in drafting employee job descriptions, annual work plans, and departmental objectives
- Support recruitment process of new staff and student onboarding
- Collaborate with Client Experience and Decision Support (CEDS) department to ensure the accurate and timely capturing/reporting of service delivery data.
- Champion Employee Engagement efforts and initiatives
- Adhere to, and promote, established compliance measures within legislative requirements and equity principles (e.g., Human Rights Code, and Ontario Employment Standards)
- Other duties as assigned



Program Integration and Collaboration:

- Collaborate with the Senior Manager of IC&E to ensure integration and collaboration on strategy, program initiatives, implementation plan, and care & equity outcomes.
- Build staff's knowledge regarding the continuum of programs and services offered by DCHC.
- Participate in the review and assessment of existing programs and services for strategic alignment.
- Contribute to the enhancement of programmatic evaluation strategies to improve the quality of program offerings.
- Support Senior Manager of IC&E in strengthening networks and relationships with community members.

Program Support:

- Collaborating and coordinating with all teams that deliver services, activities, workshops, and events to maintain an updated program guide and ongoing monthly program calendar.
- Contribute to effective management of onsite and virtual care, ensuring care plans are in place.
- Support quality care and excellence by promoting inter-professional and cross-team collaboration.
- Support senior manager in building community partnerships in expansion of the services provided to the Durham Region community.
- Assist and support the development and implementation of new IC&E initiatives and projects

Key Qualifications:

- B.A degree in a relevant health or social science related field or equivalent experience
- Minimum 3-5 years related clinical experience, preferably in a community healthcare setting or combination of community and hospital or public health settings.
- Self-directed and independent, but also experienced in working effectively as a member of a team, which includes internal and external stakeholders.
- Knowledge of cultural diversity and the ability to practice in a culturally sensitive manner
- Demonstrated ability to work closely with medical and allied health professionals and participate effectively as part of the larger multi-disciplinary team.
- Must have valid driver's license and regular access to a vehicle to travel in between sites, as required.
- Experience with Electronic Medical Records (EMR) PSS Suites
- Competent in Microsoft Office, & Teams; Power Point



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

Application Process:

- 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@durhamchc.ca. This position will remain posted until filled.
- 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.
- 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.
- 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).

Durham 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@durhamchc.ca. **Durham Community Health Centre, and staff are dedicated to creating an inclusive environment that welcomes diversity.**