

Position Title: Director – Enterprise Performance, Evaluation and Strategic Initiatives

Employment Status: Permanent Full Time

Job Posting Deadline for Internal Candidates: March 03, 2025, at 5pm

Hours of Work: Monday to Friday, 35 Hours

Position Reports to: Chief Executive Officer

Primary work location: Oshawa (Hybrid work environment); Staff may be requested to work out of other DCHC's sites in Pickering and Oshawa (Airport Road).

Direct Reports: 4

- Manager
- Client Experience & Decision Support Lead
- Quality Improvement Coordinator
- Health Information Specialist

Position Overview

Durham Community Health Center (DCHC) is seeking an exceptional, self-driven leader to take on the role of Director, Enterprise Performance, Evaluation and Strategic Initiatives. The role demands a leader who thrives in complexity, excels in driving enterprise-wide performance, and is relentless in the pursuit of excellence.

At DCHC we are committed to a collaborative culture where strategic thinking, execution discipline and shared leadership are at the core of everything we do. As a key member of the Senior Leadership team, the Director will be responsible for aligning enterprise performance, strategic initiatives and quality improvement with DCHC's long-term vision.

This role is a unique opportunity for an innovative leader to build high-impact frameworks for evaluation, decision support, special project execution and quality transformation. The right candidate will be a visionary, a doer and a collaborator; someone who can seamlessly transition between strategy and execution while fostering an organizational culture of continuous improvement and excellence.

KEY RESPONSIBILITIES

Enterprise Performance & Strategic Evaluation

- Establish a corporate performance management framework, ensuring data-driven decision-making across the organization.
- Oversee enterprise analytics, program evaluation, and governance reporting to enhance service excellence and operational effectiveness.
- Lead the development and execution of corporate performance scorecards, quality indicators, and risk mitigation strategies.

Strategic Initiatives & Transformational Leadership

- Drive the execution of high-impact strategic initiatives, ensuring alignment with organizational priorities and long-term objectives.
- Spearhead the annual risk management plan, ensuring proactive risk identification and mitigation strategies.

- Lead enterprise-wide special projects and transformational initiatives that improve service delivery and operational effectiveness.

Quality Improvement & Decision Support

- Develop and oversee the organization-wide Quality Improvement (QI) framework, ensuring a culture of continuous improvement.
- Lead DCHC's accreditation cycle and compliance initiatives, maintaining excellence in primary healthcare service delivery.
- Establish and oversee decision support mechanisms that enhance program and organizational effectiveness.
- Build organizational capacity by providing strategic leadership in change management, process improvement, and knowledge translation.

QUALIFICATIONS & EXPERIENCE

Education & Certifications

- Bachelor's degree in Healthcare Administration, Business Administration, or a related field (Master's preferred)
- PMP, Lean Six Sigma, or a relevant performance excellence certification is an asset.

Experience & Skills

- 5+ years of executive-level experience in enterprise performance, quality improvement, program evaluation, or strategic execution.
- Proven success in leading high-impact initiatives, enterprise-wide projects, and complex change management efforts.
- Strong ability to analyze data, identify trends, and translate insights into strategic action.
- Deep understanding of Ontario's healthcare transformation, integrated care models, and emerging policy trends.
- Exceptional leadership, stakeholder engagement, and executive communication skills.
- Demonstrated ability to lead in a collaborative, fast-moving, and high-accountability environment.

What Sets This Role Apart?

- This is a high-stakes, high-impact leadership role. It requires:
 - A strategic powerhouse who can execute with precision.
 - A collaborative leader** who thrives in a multi-disciplinary, fast-paced environment.
 - A change agent** who is comfortable leading transformational initiatives and navigating complexity.
 - A data-driven decision-maker who can synthesize insights into actionable strategies.

Why Join DCHC?

- Impact at Scale – Drive transformational change in a high-performing primary care organization.
- Enterprise-Level Innovation – Lead quality, performance, and strategic initiatives at the highest level.

- Leadership Growth – Competitive compensation, HOOPP pension, and ongoing professional development.

Benefits

- Comprehensive health benefits
- Healthcare of Ontario Pension Plan (HOOPP)
- Growth and Development opportunities; annual professional development allowance

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 right 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 Talent and Culture 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.**