



Position Title: Vice President, Integrated Care & Experience/ Chief Privacy Officer

Employment Status: Permanent Full Time

Job Posting Deadline for Internal Candidates: March 04, 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: 6

Organization Overview

Our Vision: Building Healthier Communities Together

Our Mission: Partnering to provide integrated, accessible, and equitable care to enhance health and social well-being in our communities

Our Values: Compassion, Inclusive, Collaborative, Innovative, and Trustworthy

Who we serve: Durham community members who face multiple barriers to health and wellbeing; and who need integrated, accessible, and equitable community-based primary care and wellness services.

Durham Community Health Centre (DCHC) is a recognized leader in redefining the experience of community-based health and wellness services providing a variety of free community programs and services to Durham Region. DCHC's Theory of Change clearly identifies its focus on delivering integrated clinical and wellness care, equity-based programs and services, and knowledge mobilization and advocacy to address social determinants for our Durham Communities, with a strong focus on priority populations. We also 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.

It's an exciting time to be joining this organization. Durham Community Health Centre has been selected as the lead agency for the new Homeless Addiction Recovery Treatment (HART) Hub in the Durham region. This innovative hub will provide life-changing services for individuals struggling with addiction and mental health challenges, helping them regain stability and rebuild their futures.

DCHC was also announced as the lead organization of a new Youth Wellness Hub in Ajax. This new initiative will provide essential services to youth aged 12 to 25, supporting their mental, physical, and social well-being in one convenient and welcoming location.

Position Overview

As part of the senior leadership team, and reporting to the Chief Executive Officer, the Vice President, Integrated Care & Experience (ICE), leads DCHC's Integrated Care & Experience team that focuses on 8 Equity Based Programs and 5 Service Categories.

Equity Based programs:

1. Children, Youth, and Family Health and Wellness
2. Seniors Health and Wellness
3. Indigenous Health and Wellness
4. Black Health and Wellness
5. 2SLGBTQI Health and Wellness
6. Unsheltered Health and Wellness
7. Newcomers Health and Wellness
8. Corporate Health and Wellness

Service Categories:

1. Clinical Care
2. Wellness Care
3. Specialized Care
4. Chronic Disease Management and Prevention
5. Health Education

KEY RESPONSIBILITIES:

Leadership and Management

- Work with Region of Durham to lead the implementation of the Durham HART Hub.
- Leverage partnerships to create pathways to supportive housing and improve long-term stabilities and outcomes for vulnerable populations in the Durham Region.
- Lead the implementation of the Youth Hub in Ajax.
- Collaborate with the Chief Executive Officer on developing the strategic vision and direction of DCHC.
- Work as a member of the Senior Leadership Team on developing and delivering on our Strategic Plan and Annual Operating Plans.
- Lead and enable a team of dedicated health care and support services professionals to ensure our clients receive and benefit from team-based, coordinated, inter-professional care.
- Represent the organization at external events, meetings and/or funding opportunities.
- Continually participate in building and maintaining positive working relationships across the organization through effective communication, performance improvement and teamwork efforts.
- Effective multi-year and annual planning and management of operating budget; provide input towards organizational annual budgeting exercise.
- Responsible for agency-wide privacy related policies and procedures ensuring adherence to privacy legislation.

Integrated Clinical and Wellness Programs & Services

- Drive program and service integration and client experience across DCHC.
- Integrate wellness, health promotion, and clinical services, with a focus on optimizing team-based care.
- Enhance programmatic evaluation strategies to improve quality on program offerings that are measured to be most impactful to DCHC's clients regarding health and wellbeing status.
- Develop and strengthen networks and relationships with the communities we serve to ensure they are part of the design of future programmatic changes.
- Deliver performance reports to CEO of DCHC's programs and services against the KPIs with recommendations on how to address the gaps.
- Help identify key community partners that can support DCHC in achieving its desires impact through collective impact initiatives.

Equity-Based Programs & Services

- Enhance DCHC's program evaluation framework to identify critical health equity gaps.
- Evolve DCHC's program offerings to improve health equity and meet the needs of DCHC's priority populations.
- Continue to evolve DCHC's system navigation strategies that strengthen DCHC's role as a Provider, a Delivery Partner and a Connector.

Knowledge Mobilization

- Design, recommend and implement a knowledge mobilization strategy aligned with the organizational strategy that identifies areas of health education and awareness needed for DCHC's community members.
- Develop knowledge mobilization networks with partners to increase client and community awareness related to their own health and wellness.

Integrated Client Experience

- Lead an effective client experience journey that is achieved within the operating roles of Access, Delivery and Measurement of programs & services. From client intake, navigation, active engagement to assessment, ensure an integrated approach to care from a clinical and wellness perspective.
- Enhance the client-centered intake process and build on system navigation supports internally and with our partners.
- Lead the team in the development, implementation and use of measures that ensure team effectiveness to improve and maintain service quality and service relevance.

- Increase client satisfaction, engagement and brand connectivity through a high level of client service and experience.
- Identify ways to strengthen team structure and personnel to meet the changing needs of programs, services and client needs.
- Report on programming outcomes and provide data, including statistics to indicate performance against objective.

Privacy Compliance & Risk Management:

- Serve as the Chief Privacy Officer, overseeing privacy policies and ensuring compliance with privacy legislation across all DCHC programs and services.
- Implement risk mitigation strategies, ensuring DCHC meets the highest standards for confidentiality and data security.

Community Partnerships

- In collaboration with Senior Leader of the Development portfolio, maintain community partnerships and external partnership (e.g.: OHT) that increase the capacity and impact of DCHC's programs and services.

Funding Identification & Reporting

- Support the achievement of the organization's strategic plan and the growth of its programs & services through identification of funding opportunities i.e. Grants.
- Support the completion of donor reports by providing data and plans on how best to meet the funding requirements and the continued progress against the requirements.
- Support the completion of grant applications identified by Marketing, Communication, and Development.

QUALIFICATIONS/COMPETENCY REQUIREMENTS:

- Master's degree in health care management, nursing, business administration or a related health science field with extensive experience in the service delivery of client programs & services, preferred.
- Experience in the areas of primary care, mental health, wellness programs and/or community services.
- Understanding of Ontario's current health system transformation strategy is an asset.
- Understanding of MSAA and OHRS regulations is a strong asset.
- Registration and good standing with a regulated health professional college in Ontario is an asset.
- Experience in a community-based health care organization is an asset.
- Knowledge in population health approach and Social Determinants of Health SDoH framework.
- Strong understanding and good experience with Change management, Privacy policies and process, and Risk mitigation.
- Respected team leader and team player with experience managing and enabling people and being a valued mentor.

- Comfortable with driving and enabling change at multiple levels of an organization.
- Exceptional verbal and written communication skills, with an astute ability to articulately present material in front of large and diverse audiences.
- Strong organizational, project management and problem-solving skills with impeccable multi-tasking abilities.
- Ability to be flexible to the daily changing needs within the community and to handle challenges with compassion and resolve.

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.**