

Job Posting

Position Title: Infrastructure Operations Lead

Employment Status: Permanent Full Time

Position Status: Non-Bargaining Unit

Job Posting Deadline: March 18, 2025, at 5pm

Hours of Work / Work Schedule: 35 Hours per week

Salary Range: Annualized salary of \$ 64,000.00, commensurate on skills and experience plus Group Benefits & HOOPP

Position Reports To: Manager, Infrastructure & Operations

Location: Oshawa location – 115 Grassmere Ave. (May be required to work remotely and/or at other DCHC sites).

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

The Infrastructure Operations Lead plays a crucial role in supporting the Infrastructure and Operations team in various key functions related to corporate services. The Infrastructure Operations Lead is responsible for ensuring the smooth operation of these essential services, contributing to the overall

efficiency and functionality of Durham Community Health Centre. This role involves overseeing and coordinating activities such as facilities management and health and safety compliance. Additionally, may be asked to assist or serve on committees or project groups.

Responsibilities

- Assist the manager in effectively and efficiently managing all DCHC infrastructure and facilities for business continuity. Ensure an updated business continuity plan exists within the organization.
- Assist Manager in development of a multi-year infrastructure strategy exists in alignment with the organization's strategic plan with the guidance of the manager.
- Proactively liaise with departmental leaders to seek input on infrastructure needs and areas of improvement/opportunities.
- Assist in managing all Capital Infrastructure projects including logistic management of the organization.
- Effectively work with external vendors to ensure deliverables are met on budget and within established timelines.
- Working with Manager, ensure operating plan objectives align with organizational strategic objectives; Deliver on operating objectives, performance measures and KPIs.
- Share innovative ideas on how to increase operational efficiencies and how might DCHC increase its ability to deliver against its strategic plan and Theory of Change.
- Assist in the negotiation of new site leases, relocation and related procurement or contract renewals.
- Support with conducting appropriate engineering and facility tests/reports to ensure safety and sustainability of DHC facilities.
- Assist in supervising building design and systems (floorplan, structural changes, roofing, parking lot and lighting) and building operating systems (HVAC, BAS, Electrical, Access control), with the support of the manager.
- Assist the manager in ensuring periodic and preventive maintenance through proactive troubleshooting and timely negotiating and manage all infrastructure related contractual relationships (facilities management); ensure proper records management of all infrastructure related records.
- Ensure that facility maintenance and cleanliness standards are met.
- Assists with the preparation of annual operations and capital project budgeting.
- Manage the facilities database, security systems and access control system(s).
- Support the manager in designing and implementing required policies.
- Support the effective implementation and adherence to Health and Safety legislation.
- Ensures that maintenance and preventative maintenance schedules are maintained.
- Provides oversight to building operations and contract staff and delegates and follows up on tasks as required.
- Support special projects or initiatives as assigned

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.
- Effectively support fair workload distribution, employee scheduling and actioning of absence requests.
- Support management of IT issues that impact staff and operations

Insurance Management:

Assist the manager with obtaining insurance certificates from the insurance provider to meet operational needs

Qualifications

- Bachelor's degree or Diploma in Business Administration, Facilities Management, Health Care Management or a related field.
- 3-5 years of experience in facilities management, and vendor management, preferably in a healthcare and/or nonprofit setting.
- Experience with project management or project coordination
- General knowledge in the following areas:
 - Fire pumps/fire panels
 - HVAC systems
 - Occupational Health and Safety standards and procedures
- Strong negotiation skills and the ability to build and maintain internal and external stakeholder relationships.
- Excellent organizational and time-management skills.
- Proficiency in and Microsoft Office Suite (Excel, Word, PowerPoint), building automation systems (BAS).
- Proficiency in basic IT support and troubleshooting. (Add this is as support – ability to provide backup for set up etc)
- Have excellent verbal and written communication skills.
- Understand tendering processes like RFQ, RFP, and RFI.
- Prioritize tasks and meet deadlines consistently in a busy environment with multiple competing priorities.
- Must have valid driver's license and regular access to a vehicle to travel in between sites, as required.
- Be flexible and adaptable.

Full vaccination against COVID-19 (min 2 doses) 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:

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@durhamchc.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).

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.**