

Job Posting

Position Title: Manager, Enterprise Performance & Strategic Initiatives

Job Posting Deadline for Internal Candidates: May 02, 2025, at 5:00pm

Employment Status: Permanent, Full-Time

Position Status: Non-Bargaining Unit position

Hours of Work: Monday to Friday, 35 Hours

Position Reports To: Director – Enterprise Performance, Evaluation and Strategic Initiatives

Primary Location: Oshawa (*Candidate may be required to also work out of our other locations*). DCHC hybrid working organization and this role is expected to be onsite a minimum of 3 business days per week and as required based on organizational needs

Direct Reports: 3

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.

Position Overview

The Manager, Enterprise Performance & Strategic Initiatives plays a strategic and tactical role in advancing a culture of data-driven decision-making and continuous quality improvement at Durham Community Health Centre (DCHC). The Manager coordinates organization-wide and program-specific activities to ensure selection, capture, and reporting of meaningful performance measures. The Manager also promotes a consistent and data-driven approach to the development, implementation, and evaluation of quality improvement (QI) initiatives, working with leaders and staff to inform priorities for service delivery improvements that are aligned to DCHC's achievement of quality and performance targets and organizational strategic directions.

As a key leader within DCHC's Team, the Manager contributes to the strategic vision, scope, and mission of quality improvement, performance measurement, and risk management at DCHC, collaborating intensively with point-of-service managers to support the achievement of program and organizational

deliverables. The Manager is a key contributor to the organization’s Risk Management Plan and related activities and provides direct oversight for members of the team.

Key Responsibilities

Enterprise Performance

- Develop and implement a comprehensive enterprise performance measurement framework to support data-informed decision-making and continuous quality improvement across the organization.
- Lead the design, collection, and reporting of key performance indicators (KPIs) that align with strategic objectives, quality improvement initiatives, and operational priorities.
- Oversee data governance and integrity initiatives, ensuring accuracy, consistency, and usability of organizational performance data.
- Support the implementation of DCHC’s organization-wide Quality Improvement (QI) framework, working in collaboration with leadership to advance a culture of continuous improvement.
- Assist in DCHC’s accreditation cycle and compliance initiatives, ensuring alignment with healthcare service excellence standards.
- Conduct trend analysis and forecasting to provide actionable insights for organizational planning and risk mitigation.
- Support the development of corporate performance scorecards to evaluate progress on strategic initiatives and inform leadership decision-making.
- Collaborate with IT and data analytics teams to enhance business intelligence capabilities, including dashboard development and automation.
- Support the implementation of decision support mechanisms that enhance program effectiveness and organizational performance, in partnership with the Director.
- Assist leadership in change management, process improvement, and knowledge translation, ensuring that evidence-based strategies are effectively applied in operational planning.
- Provide training and guidance to internal stakeholders on performance measurement methodologies, quality improvement principles, and best practices.

Strategic Initiatives

- Design, develop, and implement strategic initiatives that enhance DCHC’s impact, improve community member experiences, drive value for stakeholders, and build sustainable services and best practice standard across the agency.
- Lead operational and strategic initiatives, quality standards and measurements.
- Lead organizational change management training initiatives focused on quality, performance, accountability and evaluation across DCHC.
- Design, develop and implement project management methodology and procedure guidelines.

Knowledge Mobilization

- Help design a clear strategic framework for capturing KPIs to track the process and success of the Learning Hub Initiatives.

Qualifications & Experience

- Bachelor's Degree in Health Care Management, Public Health, Epidemiology, Business Administration, or a related field (Master's Degree is an asset).
- 5+ years experience in enterprise performance, quality improvement, program evaluation, or strategic execution.
- Experience in leading enterprise-wide projects and implementing quality improvement methodologies (e.g., PDSA, Lean, Six Sigma, PMP, Change Management frameworks).
- Proven success in leading data-driven initiatives and driving organizational performance through analytics and decision support.
- Strong analytical and data visualization skills. Experience and knowledgeable with Power BI tools
- Respected team leader and team player with experience in management, building positive team culture, empowering individuals and serving as 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
- Understanding of Ontario's current health system transformation strategy is an asset

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 (DCHC) is committed to creating an inclusive environment that welcomes and celebrates diversity so that all employees have the opportunity to thrive. **DCHC will comply 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 our Talent and Culture team at 905-723-0036, or by email to recruiting@durhamchc.ca.

