



Job Posting

Position Title: Manager, East Region Virtual Care Clinic (ERVCC)

Job Posting Deadline for Internal Candidates: May 08, 2025, at 5:00pm

Employment Status: Temp. Full-Time Contract until March 31, 2026 (with potential for extension)

Position Status: This is a Non-Bargaining Unit position

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

Position Reports to: VP, Integrated Care & Experience

Primary work location: Virtual (with flexibility to travel between any DCHC locations as required)

Direct Reports: Approximately 20

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 East Region Virtual Care Clinic (ERVCC) is a free, Nurse Practitioner-led virtual walk-in clinic that serves clients experiencing urgent medical conditions across the Ontario Health East region (Pickering to the Quebec border, north to and including Ottawa). The clinic supports clients with or without a primary care provider or health card.

The ERVCC Manager plays a pivotal leadership role within the ERVCC team. This role is responsible for the effective day-to-day management of operations, oversight of team performance, quality assurance, and advancement of innovative virtual care solutions. The Manager is a dynamic connector, ensuring excellence in care delivery, data-driven decision making, and cross-sector collaboration in alignment with DCHC's strategic goals.

Key Responsibilities:

Leadership and Management

- Lead the daily operational execution of ERVCC services to ensure timely, accessible, and high-quality care, ensuring attainment of key performance indicators.
- Plan, assign, and evaluate the work of staff, providing supervision, leadership and appraisal of job performance
- Build and adapt staff scheduling and deployment of staff to ensure smooth operations while adhering to budget limitations
- Provide coaching, mentorship, and professional development to foster a positive team environment
- Develop service delivery models, workflows, and continuous quality improvement initiatives
- Identify and resolve operational issues, service gaps, or urgent needs in real time
- Ensure adherence to PHIPA and other regulatory, privacy, and clinical standards
- Continually participates in building and maintaining positive working relationships across the organization through effective communication, performance improvement and teamwork efforts
- Support onboarding and orientation of new staff, and maintain regular feedback channels
- Partner with Talent & Culture to support recruitment, retention, and performance

Quality Assurance, Data & Reporting

- Track, analyze, and report on KPIs, such as access to care, client satisfaction, and provider performance
- Lead program evaluation, audits, and quality improvement projects
- Ensure timely submission of data and reporting requirements to funders and internal stakeholders
- Leverage data to inform decision-making and strategic planning

Strategic & Stakeholder Collaboration

- Support integration of ERVCC services with other DCHC clinical and wellness programs
- Act as a liaison with internal teams, external stakeholders, community partners, and Ontario Health
- Lead or contribute to regional initiatives, strategic partnerships, and system navigation opportunities
- Participate in planning and proposal development for virtual care programs enhancements

Fiscal Management & Resource Stewardship

- Managing the ERVCC program budget, including monitoring expenditures, tracking variances, and identifying cost-saving opportunities

- Ensure efficient and responsible use of program resources in alignment with organizational policies and funder requirements
- Participate in financial planning, forecasting, and reporting processes
- Contribute to the development and implementation of funding proposals and resource allocation strategies
- Collaborate with Finance and Leadership to support fiscal accountability and sustainability of virtual care programming

Client-Centered Support

- Respond to escalated client concerns with empathy, professionalism, and a solution-focused approach
- Champion accessibility and equity in all client interactions and service designs
- Ensure processes support a positive, respectful, and efficient virtual care experience

Qualifications & Experience

- Baccalaureate degree in health administration, health sciences, nursing, public health, or equivalent; Master's degree considered a strong asset
- Minimum 5 years of experience in a healthcare setting, preferably community-based health care
- Minimum 5 years in a leadership/supervisory role
- Knowledge in population health approach and Social Determinants of Health (DOH) framework
- Experience managing virtual care or digital health programs is strongly preferred
- Experience in program development, quality improvement, and data-driven decision-making
- Strong understanding of PHIPA, privacy legislation, and client confidentiality requirements
- Demonstrated ability to lead high-performing teams in a multidisciplinary environment
- Superior interpersonal, communication, problem-solving, and organizational skills
- Proficiency with EMRs (Oscar Pro preferred), Ocean Referral, and Microsoft Office applications
- Ability to work independently and collaboratively in a fast-paced, evolving environment
- Understanding of MSAA and OHRS regulations is an asset
- Excellent understanding of Ontario's current healthcare system transformation strategy and community-based care models is an asset
- Valid Ontario driver's license and access to a vehicle required

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.

