



Position Title: Manager, Integrated Care & Experience

Employment Status: Permanent, Full Time

Position Status: Non-Bargaining Unit

Job Posting Deadline for Internal Candidates: May 23, 2025, at 5:00pm

Hours of Work: 35 Hours/week (with flexibility to cover some evenings and weekends to accommodate program support)

Position Reports to: Vice President, Integrated Care and Experience (ICE)

Primary work location: Oshawa & Pickering (rotation across all DCHC sites is expected)

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.

Our care model is built around interprofessional teamwork and equity-based approaches, ensuring every client receives coordinated, person-centered care across clinical, wellness, and education services.

Position Overview

The Manager, Integrated Care & Experience is part of the management team responsible for delivering DCHC's integrated model of care across programs and services. Reporting to the Vice President, Integrated Care & Experience (VP, ICE), the Manager collaborates closely with other managers to support program integration, optimize team-based care, and ensure strong performance outcomes aligned with DCHC's strategic priorities.

This role oversees interprofessional staff teams and ensures that clients receive high-quality, coordinated services across the continuum of care. The position provides leadership over defined program areas while contributing to cross-organizational collaboration and operational excellence within the Integrated Care & Experience department.

Key Responsibilities

Leadership and Management

- Support the implementation of strategic and operational plans aligned with DCHC's Theory of Change and strategic priorities
- Supervise interprofessional staff and promote a culture of collaboration, accountability, inclusion, and innovation
- Participate in budget planning and monitor program performance against financial and operational targets
- Champion quality improvement and change management initiatives across assigned programs

- Support recruitment, onboarding, performance reviews, and staff development in partnership with HR and VP, ICE

Integrated Programs & Services

- Ensure the seamless integration of clinical, wellness, and health education services within assigned teams
- Foster internal referrals and collaboration across teams to support coordinated, client-centered care
- Monitor program performance and prepare reports on key performance indicators, identifying opportunities for improvement
- Promote interprofessional collaboration and best practices in care delivery, including virtual and in-person services
- Ensure compliance with DCHC standards, funder requirements, and relevant legislative and regulatory frameworks

Partnerships and Community Engagement

- Develop and maintain positive relationships with community members, local service providers, and system partners
- Participate in community-based planning tables, sector initiatives, and cross-organizational collaborations as needed
- Support engagement activities that centre community voice in program planning and service design

Qualifications & Experience

- Undergraduate degree in health care, social services, public health, or a related field (Master's degree an asset)
- Minimum 5 years in community-based health or social service organizations, including supervisory or management roles
- Demonstrated experience in integrated care delivery, primary care, mental health, or wellness programs
- Strong knowledge of population health, health equity, and social determinants of health frameworks
- Proven experience managing interprofessional teams and working in matrixed, cross-functional environments
- Excellent communication, leadership, and organizational skills
- Experience with quality improvement tools and performance frameworks (e.g. Quadruple Aim)
- Familiarity with Ontario's health system priorities and transformation initiatives

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.

