



Position Title: Director, Community Hub Operations

Employment Status: Permanent Full Time

Position Status: This is a **Non-Bargaining Unit position**

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

Hours of Work: 35 Hours/week (with flexibility to cover some evenings and weekends to accommodate the hours of the Hubs)

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

Primary work location: 1635 Dundas Street, Whitby

Direct Reports: Multiple employees from the HART Hub

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 Director, Community Hub Operations, is a critical operational leader responsible for ensuring the effective, day-to-day functioning of one of Durham Community Health Centre's cornerstone programs: the HART Hub. Reporting to the VP, Integrated Care and Experience, this role is focused on implementation excellence, team leadership, partner coordination, and service delivery that is responsive, trauma-informed, and grounded in equity.

This role supervises multiple interdisciplinary teams and is responsible for maintaining a consistent, client-centered care environment at the Hub. The Director works in close coordination with program managers, clinical leads, and community partners to support high-quality operations that meet provincial standards and funding expectations.

The position provides management and strategic input to the VP, ICE and Senior Leadership Team as necessary.

Key Responsibilities

Hub Oversight and Implementation

- Oversee day-to-day operations of the HART Hub, ensuring smooth functioning across sites and programs
- Implement service delivery plans aligned with funder requirements and community needs, in collaboration with VP, ICE and relevant Hub Steering Committees
- Ensure consistent supervision and enablement of staff across the HART Hub
- Support compliance with service agreements, quality standards, data tracking/reporting, and operational audits

Team and People Leadership

- Lead and coach managers and interdisciplinary staff teams working within the HART Hub, creating a culture of high performance, inclusivity, and wellness
- Support onboarding, scheduling, and supervision processes to ensure 24/7 staff coverage (where required), client safety, and team cohesion
- Address day-to-day HR matters with support from DCHC's Talent & Culture team

Partner and Community Engagement

- Act as the primary operational point of contact for community partners engaged with the HART Hub
- Build and maintain relationships with service providers (e.g., housing, addictions recovery, mental health) to strengthen referral pathways and ensure wraparound care
- Represent DCHC in relevant community tables, program implementation groups, and funder site visits (as appropriate)

Monitoring, Quality, and Reporting

- Support data collection, dashboard monitoring, and continuous improvement activities to enhance program impact
- Contribute to Hub-level evaluations and community feedback efforts to ensure services remain responsive
- Escalate operational risks, client concerns, and partnership issues to the VP, ICE as needed

Qualifications & Experience

- Undergraduate degree in healthcare management, social work, nursing, or a related field; Master's degree is a strong asset
- Minimum 5 years of progressive operational leadership experience in health, social services, or community-based programs
- Demonstrated experience in mental health, addictions care, wellness services, and/or housing-focused programs
- Strong knowledge and application of trauma-informed and culturally safer care practices
- Proven ability to supervise and empower interdisciplinary teams serving high-needs populations
- Familiarity with Ontario's health system transformation initiatives, including primary care reform and community mental health models
- Experience with budget oversight and interpreting program performance metrics
- Effective communicator with the ability to coordinate across diverse teams, partner

organizations, and funders

- Valid Ontario driver's license and access to a reliable vehicle for travel across program sites
- Working knowledge of Multi-Sector Service Accountability Agreements (MSAA) and Ontario Healthcare Reporting Standards (OHRS) is a strong asset
- Experience working within community-based healthcare or social service organizations is an asset
- Knowledge of population health frameworks and Social Determinants of Health (SDoH)
- Strong understanding of operational risk mitigation, privacy legislation, and change management
- Skilled leader and mentor, respected for enabling people and fostering a collaborative work culture
- Ability to manage change effectively and lead through complexity at multiple levels
- Excellent verbal and written communication skills, with confidence in presenting to diverse audiences
- Exceptional organizational, project management, and problem-solving skills with strong multi-tasking capabilities
- Adaptable and responsive to the dynamic needs of the community, with compassion and integrity
- Collaborative team player with experience in interdisciplinary environments

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.



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