



**Position Title:** Manager, Youth Wellness Hub

**Employment Status:** Permanent, Full Time

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

**Job Posting Deadline for Internal Candidates:** June 10, 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:** Ajax, and across all DCHC locations

## 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, Youth Wellness Hub plays a pivotal role in building and delivering an integrated, youth-centered model of care for Durham's young people. This role provides leadership for the day-to-day operations of the Youth Wellness Hub, ensuring responsive, high-quality services in line with DCHC's mission, the YWHO model, and community needs.

The Manager oversees an interprofessional team, facilitates strong partnerships, and ensures services are trauma-informed, culturally safer, and inclusive of youth voice. This role also supports program evaluation, operational planning, and quality improvement processes in collaboration with youth, community partners, and funders.

## Key Responsibilities

### Leadership & Management

- Lead the implementation and ongoing delivery of the Youth Wellness Hub model, ensuring alignment with DCHC's strategic priorities and the YWHO framework.
- Supervise and support an interprofessional team of clinicians, outreach workers, peer supporters, and program staff working at the Youth Hub.
- Foster a collaborative, youth-positive, and equity-driven work environment that prioritizes staff wellness and engagement.
- Support recruitment, onboarding, scheduling, and performance management in partnership with HR.
- Promote staff learning and development, including trauma-informed and culturally safer care practices.

### Program Operations & Service Delivery

- Manage day-to-day Hub operations, ensuring smooth workflows, safety, and accessibility for youth.
- Oversee scheduling and delivery of Hub services, ensuring flexibility to meet youth where they are.
- Support the implementation of key service components, including mental health and substance use supports, primary care, housing and social services, and wellness programming.
- Collaborate with youth co-design groups to ensure services reflect the needs and priorities of diverse youth communities.
- Monitor compliance with service agreements, funder requirements, and quality standards.

### Partnerships & Community Engagement

- Act as a key point of contact for Hub partners, building and maintaining collaborative relationships with youth-serving agencies, schools, health providers, and system partners.
- Represent the Hub at community tables, sector networks, and collaborative initiatives.
- Work closely with the YWHO Provincial Office and other Hubs to ensure consistency, knowledge sharing, and system alignment.
- Facilitate youth and family engagement in program planning, co-design, and evaluation.

### Monitoring, Quality Improvement & Reporting

- Support program evaluation efforts, including data collection, reporting, and continuous quality improvement processes.
- Monitor key performance indicators (KPIs) aligned with DCHC, funder, and YWHO expectations.
- Identify risks and escalate issues to the VP, ICE as required.
- Contribute to operational planning and resource allocation in collaboration with DCHC leadership.

### Qualifications & Experience

- Undergraduate degree in a relevant field (e.g., social work, nursing, public health, community development, health management); Master's degree an asset.
- Minimum 5 years of progressive leadership experience in youth services, mental health, community health, or related sectors.
- Demonstrated understanding of youth engagement, youth development principles, and co-design approaches.
- Knowledge of mental health, substance use, and wellness service delivery models for youth populations.
- Experience working with diverse communities and applying trauma-informed, culturally safer, and anti-oppressive frameworks.
- Strong team leadership and supervisory skills, with experience supporting interprofessional teams.
- Excellent communication and relationship-building skills, with the ability to collaborate across sectors.
- Familiarity with Ontario's health system transformation, YWHO model, and community health center environments is an asset.
- Proficiency with data management, reporting, and quality improvement tools.
- Valid Ontario driver's license and access to a vehicle for regional travel.

**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](mailto: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](mailto:recruiting@durhamchc.ca).*

