



NORTH  
YORK  
FAMILY  
HEALTH  
TEAM

**Position:** Manager – Programs and Services

**Reports to:** Director, Programs and Services [Central Site, In-Person]

**Position status:** 1.0 FTE

The North York Family Health Team's goal is to establish a community that is inclusive of all persons and treats everyone in an equitable manner. We are committed to equity and diversity in employment and encourage applications from all qualified candidates who reflect the diversity of our community, including but not limited to Indigenous peoples of North America, members of visible minorities, individuals identifying as LGBTQ2S+, (dis)ability status, and/or others who may contribute to the further diversification of ideas. We seek to attract and retain individuals who will work together to create and sustain a vibrant, healthy, safe, and caring community.

In the North York Family Health Team (NYFHT), Physicians, Nurse Practitioners, Registered Nurses, Registered Dietitians, Social Workers, Pharmacists, Chiropodists and others work in a collaborative team-based model to support patients and their families in health maintenance/improvement and illness care.

#### **POSITION SUMMARY:**

The Manager, Programs and Services, works collaboratively with internal and external professionals and stakeholders to ensure operational efficiency and effectiveness in alignment with NYFHT's mission, vision, values and strategic direction. **This position will be onsite and in-person 5-days per week.**

#### **MAIN DUTIES AND RESPONSIBILITIES:**

- Effectively manages and promotes clinical human resource requirements (i.e. hiring, performance reviews, and regulatory compliance).
- Leads a multidisciplinary team of clinical staff in delivering and facilitating access to coordinated quality community health care

- Promotes leading patient services delivery models, and implements best practices related to primary care
- Promotes the development of interdisciplinary teams and programs/services
- Implements and shares policies/programs related to clinical services
- Supports the clinical staff in the development, delivery and evaluation of programs and services
- Creates an empowering work environment for clinical staff that supports knowledge development and integration and assists in managing change
- Provides clinical advice and consultation regarding clinical and professional practice issues as appropriate
- Assists in the development, monitoring, and analysis of CQI and clinical initiatives
- Prepares reports, presentations, etc.
- Liaises between the NYFHT clinical programs/services and physician member offices, making rounds to offices as needed
- Ensures organizational compliance with relevant professional practice standards and other mandatory requirements (i.e. human resources, College of Nurses, College of Social Workers and Social Services Workers), legislation (i.e. PHIPA, ESA, OHSA)
- Other duties as assigned

## **QUALIFICATIONS AND EXPERIENCE**

- Masters level preparation in Health or Business Management or equivalent preferred
- Minimum three (3) years of supervisory/managerial experience required
- Ability to design, deliver and evaluate clinical programs/services
- Strong analytical and decision-making skills
- Demonstrates strong leadership, communication and interpersonal skills
- Experience with conflict management and resolution
- Excellent verbal, written, and computer skills
- Ongoing professional development
- Proven good attendance record with capability of maintaining this same standard
- Valid driver's license, proof of liability insurance, and own vehicle required

## **COMPENSATION & BENEFITS OVERVIEW**

- Group benefit coverage
- Pension plan
- Excellent vacation package
- Professional development opportunities

If interested, please apply at the attention of Human Resources, by email at [hr@nyfht.com](mailto:hr@nyfht.com) by May 15, 2024.