



Internal/External Posting Manager, Allied Health Programs

Permanent Full Time Position: 35 hours per week
Position Expected Start Date: January 2022

LAMP Community Health Centre is a multi-service, community based charitable organization that provides a wide range of programs and services to improve a person's health. LAMP uses a co-ordinated approach to connect people to medical services and other programs that build personal resources. By providing services that improve physical, emotional, social and economic well-being, people can better control their health and environment.

Job Summary

Reporting to the Director, Clinical Health Services, the Manager, Allied Health is responsible for ensuring the provision of high-quality services to clients and providing effective leadership and support to the allied health team (including Nurses, Chiropractors, Dieticians, Physiotherapists, Administrative staff) in order to achieve organizational, partnership and regional objectives. The incumbent is accountable for effective resource management, fostering employee engagement and the development, implementation and evaluation of allied health services.

The Manager, Allied Health will also engage with stakeholders, including our West Toronto Diabetes Education Program partners, and collaborate as necessary to ensure that service delivery aligns with appropriate objectives while meeting accountability criteria from funder(s). The incumbent will also provide leadership and operational management that is effective, reflective of LAMP's values and in alignment with organizational mission, vision and strategic objectives.

Primary Responsibilities

Quality and Clients

- Engaging in and informing strategic program planning with the Allied Health teams to prioritize areas of focus and ensure alignment with LAMP CHC's mission.
- Leading and supporting the development and maintenance of effective interdisciplinary teams, which include clinical providers, reception and administrative staff, and students/volunteers.
- Evaluating current practices, assessing program outcomes, leading quality improvement initiatives and coordinating service delivery to ensure clinical services meet client needs.
- Ensuring evidence based clinical practices and a social prescribing framework to better influence positive health outcomes.
- Utilizing data to illustrate outcomes and to support change, decision-making and quality initiatives.
- Communicating and integrating into service delivery LAMP's guiding fundamentals, i.e. health promotion, anti-oppression; harm reduction and the principles of community-based practice

Operations

- Supporting the Director in implementing strategic and organizational priorities and decisions.
- Planning, implementing, evaluating, and monitoring primary health care service delivery and deliverables.
- Prioritizing and monitoring team and individual accountabilities and developing plans to attain deliverables.

- Identifying program policy needs and overseeing the maintenance, development and implementation of policies.
- Ongoing monitoring of programs and services to mitigate risk and minimize errors and negative consequences
- Working collaboratively with internal/external stakeholders to enable integrated projects and partnerships.
- Supporting the intake process and wait list management.
- Participating in assigned internal/external committees, relevant working groups (e.g. infection control) and networking initiatives as assigned.

Human Resources

- Developing, maintaining and implementing a variety of people initiatives to ensure high performance of staff and effective service to clients.
- Fostering high levels of employee engagement
- Managing staff performance and developing staff skills and capabilities for optimal team performance.

Financial and Reporting

- Monitoring and managing all relevant budgets and resources to ensure financial accountability.
- Preparing, collating and ensuring the timely preparation and submission of relevant reports (e.g. funder accountability requirements, monitoring and board reports, QIP etc.).
- Other relevant duties as assigned

Required Qualifications

- University Degree in Health Sciences, Management or recognized equivalent work experience (Master's degree strongly preferred).
- Minimum of three (3) years previous clinical management experience, preferably in a clinical and/or community-based health care organization
- Regulated Health Professional designation is strongly preferred.
- Significant experience in planning, evaluation, and quality monitoring of allied health services with a demonstrated capacity to prioritize and attain deliverables.
- Experience managing Regulated Health Care professionals and an understanding of regulatory colleges.
- Experience managing unionized Regulated Health Care professional employees.
- Working knowledge of Diabetes Education programs (including Certified Diabetes Educator roles)
- Accomplished skills and experience in budgeting, financial, and resource management.
- Demonstrated excellent communication and emotional intelligence skills and able to work effectively with a variety of internal and external stakeholders.
- Excellent conflict resolution, risk management, critical thinking, facilitation, and presentation, skills.
- Strong data analysis skills and ability to utilize data to support change and quality initiatives
- Knowledge of applicable regulations including RHP Act, OH&S Act, and PHIPA.
- Positive attitude, dependable, strong initiative and the ability to work both independently and in a team
- Open minded, eager and willing to constantly learn and improve oneself.
- Competency with Microsoft Office applications and previous experience with EMR database required.

Working Conditions and Physical Requirements

- This position will be based out of multiple LAMP sites and travelling will be required.
- The position may require overtime, evenings and/or weekend work or during the holidays.
- Must be able to work effectively and balance job requirements in a fast paced, multi-faceted environment responding promptly to all communication.
- Extended periods of time sitting stationary at a computer and occasional standing for extended periods of time and some occasional lifting may be required.

As part of our mandate for inclusivity, reasonable accommodations can be made for all incumbents to perform the described physical functions of the aforementioned job.

LAMP Community Health Centre is dedicated to achieving a workforce that reflects the diversity of the community it serves and encourages applications from equity seeking groups.

Please send your resume with a cover letter to **Human Resources:**

Email Address	recruiting@lampchc.org
Subject	Job Opening for Manager, Allied Health Programs
Internal Deadline	5:00 pm on Monday November 29, 2021
External Deadline	5:00 pm on Monday December 6, 2021

***We thank all applicants for their interest.
However, only those selected for interviews will be contacted.
No phone calls please.***