



Internal/External Posting

Manager, Primary Health Care

Permanent Full Time Position: 35 hours per week

Location: Lakeshore & East Mississauga Community Health Centre sites

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 overall 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 manage their health and environment.

Job Summary

Reporting to the Director, Clinical Programs, the Manager, Primary Health Care (PHC) is responsible for ensuring the provision of high quality services to clients and providing effective leadership and support to the clinical PHC team (Physicians, Nurse Practitioners and Nurses) in order to achieve organizational objectives. The incumbent is accountable for effective resource management, fostering employee engagement and the development, implementation and evaluation of primary health care programming at LAMP.

The Manager, PHC will engage with stakeholders and collaborate as necessary to ensure that service delivery aligns with appropriate objectives while meeting accountability criteria from the 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 and operating program planning with the PHC 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 and support the provider utilization of the electronic medical record to its full scope.
- Communicating and integrating into service delivery LAMP's guiding fundamentals, i.e. health promotion, equity anti-oppression; harm reduction and the principles of community-based practice.

Operations

- Supporting the Clinical 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, monitoring and board reports, monitoring, QIP etc.)
- In collaboration with the Clinical Director, responsible for implementing and updating a yearly operating plan and work with the team to meet or exceed targets.
- 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 five (5) years previous management experience, preferably in a clinical and/or community-based health care organization
- Regulated Health Professional designation is an asset.
- Significant experience in planning, evaluation, and quality monitoring of primary health care with a demonstrated capacity to prioritize and attain deliverables.
- Experience managing unionized Regulated Health Care professional employees.
- 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, 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 will 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, Primary Health Care
Internal Deadline	5:00 pm on Monday, May 30, 2022
External Deadline	5:00 pm on Monday, June 06, 2022

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