



## Internal & External Posting

### Director, Clinical Health Services (Black Health and Social Service Hub)

**Permanent Full time Position: 35 hours per week**

**Position Start Date: June 2024**

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

LAMP Community Health Centre (LAMP CHC) is partnering with Roots Community Services Inc (RootsCS) and the Canadian Mental Health Association Peel Dufferin (CMHA Peel Dufferin) to design, develop and implement an integrated health and social services HUB with and for the Black, African and Caribbean (BAC) communities in Peel Region.

The hub will provide primary health, mental health, addictions and social services programs that will holistically address the physical, mental, social and cultural needs of BAC communities, and seek to eliminate disparities and inequities.

To achieve our goals, we are recruiting people who are passionate about delivering culturally relevant, responsive and affirming care that will inspire individuals to improve their wellbeing.

Reporting to the Executive Director at LAMP and working closely with the above partners, the Director, Clinical Health Services will lead a dedicated group of health care professionals, maintain effective/efficient daily operations and ensure the provision of high-quality services to clients in keeping with LAMP values, HUB principles, and the health priorities of BAC communities. As a key member of the senior management team, the incumbent will work with the organizational Privacy Officer by supporting privacy considerations within the HUB. In this critical and high visibility portfolio, the Director, Clinical Health Services is also accountable for the effective management of resources, employee engagement and representing/reflecting the high-quality work and integrity of LAMP and the HUB collaborative at all times.

#### Primary Responsibilities

##### Quality and Clients

- Assuring programs and services are aligned with the health priorities of Black, African, Caribbean populations, HUB principles, and LAMP mission, vision, and values
- Ensuring programs and services are designed/developed and delivered to meet the needs of clients and funding requirements, are comprehensive in nature, and integrated with other programs and services, as appropriate
- Participating in the development and implementation of evaluation framework(s) that assure quality outcomes and is effective in meeting the needs of clients/funders
- Establishing quality improvement plans and processes that demonstrate continued commitment to evaluation and excellence in service delivery, and guide changes in policies

- Readiness at all times for accreditation

### **Operations**

- Ensuring smooth and effective operations for all programs/services offered by the Clinical Health Services directorate
- Planning, monitoring and managing the necessary resources (human, financial, physical, technological, etc.) to ensure provision of quality services, effectiveness and efficiency in processes
- Complying with LAMP policies, processes and standards and supporting opportunities for alignment in policies and procedures within the HUB
- Participating and leading the development and implementation of Strategic Plan components relevant to quality and operations of the Clinical Health Services portfolio
- Leading the development, implementation and achievement of Strategic and Operational Plans for Clinical Health Services
- Ongoing monitoring of programs and services to mitigate risk and minimize errors and negative consequences
- Working collaboratively with the HUB Operational Lead and the broader integrated HUB team to manage day-to-day operations, to complete required reporting, and to ensure overall achievement of HUB objectives

### **Human Resources**

- Planning, recruiting and managing the necessary talent to deliver on strategic and operational objectives
- Provision of a healthy, engaging and safe workplace for all employees, volunteers, students and clients
- Developing, maintaining and implementing a variety of people initiatives grounded in the principle of Ubuntu (I am because we are) to ensure high performance wellness.
- Supporting staff performance, development and capacity building to ensure optimal service delivery for clients.
- Awareness and current knowledge of relevant legislation and regulatory bodies related to the Clinical Services portfolio (e.g., regulatory colleges, privacy legislation, etc.)

### **Financial and Reporting**

- Developing, monitoring and managing relevant budgets and resources to ensure provision of high quality service and financial accountability
- Ensuring financial and operational integrity throughout Clinical Health Services portfolio
- Compliance with financial and operational policies, processes and standards
- Participating in the annual operating and capital budget process for Hub and ensuring accurate and timely forecasting, analysis and reporting
- Preparing, collating and ensuring the timely preparation and submission of relevant reports (e.g. funder accountability requirements, monitoring and board reports, QIP etc.)
- Participating in the preparation of grant applications and proposals to secure funding, as appropriate

### **Privacy Officer**

- Supporting the design, implementation, monitoring and reporting on privacy compliance, control measures to comply with legislation and best practice, and maintenance of privacy related documentation
- Responding to and tracking privacy incidents, conduct investigations, and report on breaches of privacy protocols
- Conducting and reporting on privacy impact assessments and risk analyses
- Functioning as one of the organizational resources for all privacy related inquiries and liaison with external contacts in response to privacy breach investigations and inquiries
- Other relevant duties as assigned

### **Required Qualifications**

- Graduate degree in Health Sciences, Management or recognized and relevant equivalent work experience
- Five (5) years progressively senior management experience, preferably in a clinical and/or community-based health care organization
- Regulated Health Professional designation and knowledge of community-based health care with particular insight into needs/issues of priority populations are strong assets
- Demonstrated knowledge of and experience with addressing the health priorities of Black, African and Caribbean populations

- Demonstrated excellent leadership skills with a track record of managing change effectively
- Expert people manager with proven skills in budgeting, managing operational finances and effective resource management
- Significant experience in program planning and evaluation as well as advanced capabilities in continuous quality improvement
- Proven history of accomplishment and achieving desired results and outcomes
- Demonstrated excellent communication, interpersonal and organizational skills with ability 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 and legislation (e.g. RHP Act, OH&S Act, and PHIPA)
- Competency with Microsoft Office applications and previous experience with EMR database required

### 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](mailto:recruiting@lampchc.org)

**Subject** | Job Opening Director, Clinical Health Services (BHSS Hub)

**Internal Deadline** | 5:00 p.m. on Friday, May 10, 2024

**External Deadline** | 5:00 p.m. on Friday, May 17, 2024

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