



Women's Health In Women's Hands
Community Health Centre
2 Carlton Street, Suite 500
Toronto, Ontario M5B 1J3

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Website Address: www.whiwh.com

Women's Health in Women's Hands is a Community Health Centre providing primary health care to racialized women from the African, Caribbean, Black, Latin American and South Asian communities in Metropolitan Toronto and surrounding municipalities. We are committed to working from an inclusive feminist, pro-choice, anti-racist, anti-oppression and multilingual participatory framework.

Director of Primary Health Care Services

Reporting to the Executive Director, you will share your management skills and expertise to ensure that the Centre's primary health care team effectively supports the Centre's mission and vision.

The **Director of Primary Health Care Services** leads and manages all aspects of the primary health care team's programs and services, ensuring efficient and effective delivery of services. The **Director of Primary Health Care Services** will work as part of the management team towards enhancing the well-being and health of the people accessing the Centre's services.

The **Director of Primary Health Care Services** plays a key role in the overall management of the Centre. The Director is a dynamic, self-reflexive and adaptable leader who will coordinate the planning and delivery of the Health Centre's primary health care programs. The Director has a solid understanding of the challenges involved in working with marginalized or vulnerable populations and brings a mature, creative and solution-focused approach to addressing those challenges.

The **Director of Primary Health Care Services** is responsible for multiple programs and systems. The role requires considerable skill in relationship building, including the ability to develop and foster partnerships and collaborate effectively with community groups, agencies and other stakeholders. The Director also participates on the senior leadership team.

RESPONSIBILITIES:

1. Ensures that the mandate and the philosophy of the Health Centre are being met in the development and implementation and operation of all primary health care services.
2. Ensures that clinical services are carried out in accordance with the standards and guidelines of professional colleges of varied primary healthcare professionals and Occupational Health and Safety Standards.
3. Supervises and monitors the activities of the primary health team and ensures an inter-disciplinary team approach is utilized.
4. Acts as a resource person for staff, service users, community residents, groups, and agencies.
5. Works with the primary healthcare team to identify needs and priorities for people

accessing primary health care services and people in the community in order to plan, implement and evaluate programs.

6. Ensures appropriate and accurate statistical data is collected in a timely manner for completion of Quarterly Service Activity Reports.
7. Act as the official Privacy Officer of the organization to ensure compliance with all applicable policies and regulations.
8. Participates in broad-based health planning through collaborative planning with internal staff teams, affiliation with appropriate organizations, networks, and institutions.
9. Ensures that appropriate health-teaching/education resources, such as written materials, displays and multimedia are available to people accessing clinical services and programs.
10. Promotes WHIWH-CHC programs and objectives outside the Centre through participation in committees, public forums, community events, and by using various media.
11. Act as a resource to the development of a strategic plan and ensure that it is operationalized.
12. Assists in the preparation of the Centre's Annual Report.
13. Provides leadership and support to the Centre and to the primary health team by reviewing program objectives, community education strategies, evaluations, and identified program priorities.
14. Participates as chair of the recruitment committee for all new primary health staff and provides ongoing supervision and performance management for existing primary health staff.
15. Ensures appropriate comprehensive treatment is delivered by maintaining complete and accurate medical records, participating in chart reviews and discussion of problem cases, participate or monitor above and answering patient inquiries and directing them to the appropriate health care provider.
16. Maintains a fully equipped clinic by ensuring the ordering of medical and clinical supplies, maintaining inventory, and ensuring equipment are maintained, sterilized and autoclaved as needed.
17. Ensures oversight to ensure lab forms are correctly completed, maintains the laboratory and procedures room, and monitors controlled substances.
18. Identifies areas for the development of clinical protocols and procedures.
19. Participates in developing, and maintaining of clinical staff, and evaluates and supervises their performance and continuing education.
20. Supervises and schedules clinic staff, including Physicians, Nurses, Nurse Practitioners, and Clinical Secretaries and Receptionists.
21. Supervises student interns by providing orientation, setting up schedules, and conducting evaluations.

22. Assists the Executive Director and Finance Manager with budget preparation and monitoring of clinical expenditures.
23. Identifies resources needed to support Centre activities by developing and maintaining appropriate community networks, and preparing grant proposals as necessary.
24. Participates in Management Team Meetings as a member of the senior management team.
25. Other duties as assigned.

QUALIFICATIONS:

1. Master's Degree in Health Administration or other relevant discipline; or combination of an undergraduate degree with extensive, progressive management experience
2. Three to five years of senior management experience in an ambulatory primary care setting, preferably within a Community Health Centre, community-based organization or in a Health Service Organization.
3. Experience working with evidence-based interventions, principles and strategies, with complex and marginalized populations
4. Strong supervisory skills, including the ability to mentor, coach and inspire multiple teams of professionals and students
5. Strong interpersonal skills and the ability to act as a liaison between the Centre and its clients and community partners
6. Excellent communication skills including verbal, written and presentation skills
7. Demonstrated commitment to anti-racism and anti-oppression principles, and experience applying these with diverse staff teams and marginalized or vulnerable client groups
8. Strong commitment to and experience with appropriate advocacy approaches and methods
9. Experience and demonstrated success in proposal writing, budget preparation and management
10. Knowledge and experience in effective management of crisis situations
11. Ability to collect and analyze data for decision making and quality improvement
12. Thorough knowledge of and proficiency in program planning, implementation, monitoring knowledge.
13. Knowledge of determinants of health, primary care reform, and health services restructuring.
14. Excellent knowledge of clinical procedures and related policies and procedures.

Women's Health In Women's Hands CHC offers a competitive salary and benefits, along with a multidisciplinary team environment where work-life balance is valued and practiced.

APPLICATION PROCESS:

To apply for this challenging opportunity in a dynamic organization, please forward your resume and cover letter with the subject line: "**Director of Primary Health Care Services**" to the attention of:

**Human Resources Department
Women's Health in Women's Hands Community Health Centre
2 Carlton St. Suite 500
Toronto, ON
M5B 1J3**

-or-

-or-

recruitment@whiwh.com

Fax: 647-724-3451

Closing Date: June 16, 2021

Please send a single file in MS Word or PDF format only.

WHIWH is committed to reflecting the diversity of the communities it serves and we strongly encourage applicants who reflect Toronto's ethnic and cultural diversity and our priority populations. We welcome and encourage applications from all qualified candidates

Accommodation will be provided on request

We thank all applicants for their interest; however, only those selected for an interview will be contacted.