

JOB POSTING

Senior Director, Primary Health Care
Permanent, Full-time, 35 hours per week (1 FTE)
\$108, 078 to \$135,098 per annum (commensurate on experience & education)

Unison Health and Community Services is a non-profit, community-based organization that serves neighbourhoods in North West Toronto. Operating out of six locations, Unison offers core services that include primary health care, counselling, health promotion, Early Years programs, legal services, harm reduction programs, housing assistance, adult protective services, Pathways to Education™ and a Diabetes Education Program. Unison's mission is working together to deliver accessible and high quality health and community services that are integrated, respond to needs, build on strengths and inspire change.

Unison Health and Community Services is committed to working from an inclusive, pro-choice, sex positive, harm reduction, anti-racist, anti-oppression and participatory framework.

At this time, Unison is seeking a Senior Director, Primary Health Care. Reporting to the CEO, the Senior Director, Primary Health Care provides strategic leadership oversight for the delivery of primary care services for quality client care that meets legal, regulatory, and professional requirements, aligned with corporate goals and objectives. The Senior Director, Primary Health Care directly manages clinical site / hub managers and/or other disciplines, and is accountable for special programs as it relates to primary care and ensuring an integrated approach across the continuum of care, within the organization and in partnership with external providers.

Job-Specific Responsibilities:

Program Planning:

- Plan service delivery and growth; lead initiatives to acquire new or increased funding
- Provide leadership and strategic oversight of programs to ensure they fulfill client needs and funder requirements
- Collaborate with Senior Leaders and Primary Care Providers to develop and promote the strategic direction of primary care programs (i.e. vision, goals, and objectives) using

evidence-based practices, aligned with Unison Health & Community Services vision, mission and strategic priorities, to meet legal, regulatory, and other priorities and requirements (e.g. Ontario Health & Ministry of Health targets); evaluate impact of strategies on employees, the organization, and clients.

- Develop annual operating plans aligned with Unison's program/service plans and goals; consider opportunities and risks associated with proposed options; select courses of actions with the highest probability of success.
- Integrate primary care services / portfolio with other Unison programs and external programs (e.g. Ontario Health Team) to ensure a seamless journey for clients throughout their continuum of care, for improved client outcomes, experience, cost/efficiency and provider experience (i.e. Quadruple Aim); participate on cross functional committees to ensure alignment with organizational priorities and to maximize collaboration.
- Ensure high quality clinical care; ensure appropriate infection control and readiness for medical pandemics; and act as a resource on interdisciplinary team providing supportive functions and access to services.
- As a member of the senior management team, participate in the development and implementation of strategic priorities of the organization, clearly define and prioritize initiatives for primary care, and communicate status corporately.
- Manage budget related to program and service areas in scope.

Program Strategy & Performance

- Implement activities in connection with strategic plan in collaboration with program leadership, by developing and implementing clinical protocols and guidelines, performance indicators and continuous quality improvement processes (e.g. planning, quality monitoring, risk avoidance, and mitigation) and action plans that improve quality and access for patients and the organization.
- Lead the development of funding proposals, budgets and required reporting in relation for primary care programs and services.
- Set program strategic direction in collaboration with program and senior leadership, and promote the use of best practices.
- Monitor and govern compliance with professional, accreditation, ethical and legal standards.

- Review/update standards and practices across primary care portfolio, including processes and workflows related to clinical care and administration, and the organization's Electronic Medical Record..
- Monitor and analyze performance and quality metrics against target outcomes for compliance with legal, regulatory, reporting, and policy requirements to identify trends and develop action plans (e.g. Strengths, Weaknesses, Opportunities and Threats (SWOT) analysis).
- Improve and support clinical and operational activities aligned with client and staff experience targets.
- Ensure timely decision-making and prioritize new initiatives for program leadership, to ensure they are well supported to achieve deliverables. Prioritize and communicate short- and long-term initiatives.

Program & Relationship Management

- Manage escalated issues independently and in collaboration with primary care team; take action to resolve issues and conflicts, and maintain positive relationships.
- Provide senior level oversight/development to direct reports, and promote growth and capacity.
- Provide leadership, supervision and team building of staff in the department; oversee orientation, development and training of staff, as well as of peers, student placements and volunteers.
- Address escalations and support with conflict management.
- Develop relationships with community partners and regulatory bodies to exchange information, best practices, and professional standards that contribute to Unison's image and growth.
- Champion Unison's values and foster a positive, cohesive culture across all primary care sites/hubs.
- Understand and promote equity, cultural awareness, and sensitivity among clients, staff, and the external community.
- Develop collaborative relationships to engage clients as partners in care and service delivery.

- Develop and facilitate clinical partnerships between primary care managers, providers and staff within and across program areas to improve effectiveness, efficiency, collaboration and communication.
- Identify, develop and implement policies and protocols related to programs and services, risk management, personnel and evaluation, in particular, those relating to occupational health and safety, privacy and anti-oppression, access and inclusion; in collaboration with the leadership team. Ensure standardization of corporate policies and protocols across sites where applicable.

System Integration & Partnerships

- Collaboratively develop and implement a system level initiatives with internal and external stakeholders in primary care that focus on building a more integrated and inter-connected health system and advancing partnerships across the continuum of care
- Central point of contact and key organization networker for strategic stakeholder relations and partnerships as it relates to primary care (e.g. Ontario Health Teams)
- Build and maintain relationships with a range of key primary care networks, community providers, hospitals and cross-sector agencies to advance a partnership strategy that is integrated, outcome-focused and transformative
- Establish relationships and partnerships with residents, clients, community and social service agencies, educational institutions, government and business.
- Participates in broad-based health planning and partnerships through affiliation with appropriate organizations and institutions.

Job-Specific Qualifications:

- A graduate degree in a health related field such as MBA, MHA, MN or Health Administration or other relevant discipline, or a combination of educational preparation and relevant experience.
- A minimum of seven (7) years of clinical experience in acute, post-acute or community setting.
- A minimum of five (5) years of management in healthcare and community organizations.
- Demonstrated fiscal management.
- Computer literacy, including experience and proficiency in MS Office (e.g. Outlook, Word, Excel, PowerPoint, Access, etc.)

- Knowledge of Telus PS Suite (EMR), Digital Technology Solutions or other EMR system is an asset.
- Knowledge of Lean Quality improvement tools (i.e. Lean) or population-based planning, Vendor management, Project/Change Management and Committee management preferred.
- Understands the continuum of care, and linkages of other health services to primary care.
- Understands risks, liabilities, and legal implications to new initiatives (to support managers).
- Understand high-level and specific opportunities with technology to support advancements and innovation in digital health.
- Ability to collect and analyze data for research and evaluation purposes.
- Broad knowledge and experience in the areas of community health, primary health care and health promotion.
- Demonstrated knowledge of, and sensitivity to, the impact of social, economic, environmental and cultural issues on diverse communities.
- Knowledge of issues affecting communities facing barriers to access in an urban environment.
- Understands community and/or has lived experience.
- Familiarity with the social, economic and cultural conditions of the project's geographic area, experience in working with local service providers, community groups and networks, and an understanding of local issues and priorities are an asset.

Core Organizational Competencies

- **Alignment:** The ability to develop and communicate goals in support of Unison's mission.
- **Achieving results:** Effectively managing internal and external resources to achieve organizational goals.
- **Providing motivational support:** Skill at enhancing others' commitment to their work.
- **Fostering teamwork:** Interest, skill, and success in getting groups to learn to work together cooperatively.
- **Empowering others:** Conveying confidence in employees' ability to be successful, especially at challenging new tasks; delegating significant responsibility and authority; allowing employees freedom to decide how they will accomplish their goals and resolve issues.

- **Developing others:** Willingness to delegate responsibility and coach them to develop their capabilities.
- **Managing performance:** Taking responsibility for one's employees' performance, by setting clear goals and expectations, tracking progress against the goals, ensuring feedback, and addressing performance problems and issues promptly.
- **Managing change:** Demonstrating support for innovation and for organizational changes needed to improve the organization's effectiveness; helping others to successfully manage organizational change
- **Building collaborative relationships:** The ability to develop, maintain, and strengthen partnerships with others inside or outside of the organization who can provide information, assistance and support.

This position requires flexible hours and evening work.

Interested candidates are asked to email a résumé with covering letter by Monday, October 25, 2021 at 4:00 p.m. to:

Hiring Committee – Senior Director, Primary Health Care
Unison Health and Community Services
Hirings@unisonhcs.org

Please cite UN_2021_041 in the subject line of the email.

Please be advised that our organization requires all staff, students, and volunteers to be fully vaccinated. Proof of vaccination can be obtained from the Ministry site.

We welcome applications from people who are reflective of the diverse communities we serve, including those who might need accommodation.

Where needed, accommodations for applicants with disabilities will be provided, on request, to support their participation in all aspects of the recruitment process.

Please note that due to the volume of applications, only those applicants selected for interviews will be contacted.