

Manager – Primary CONNECT

Part-Time Permanent Position at 0.8 FTE (28 hours/week)

Primary CONNECT (Collaborative Navigation Network for Connected Treatment) is a new comprehensive Interprofessional Primary Care Team (IPCT) that is a collaborative effort between two CHCs (Parkdale Queen West CHC & South Riverdale CHC), and CAMH's specialist mental health and substance use care/ addictions services, and through CAMH's Shkaabe Makwa, will provide culturally responsive supports for First Nations, Inuit and Metis clients. The Primary CONNECT collaborative enables the three organizations to create a service that supports a high-need under-serviced population with mental health and substance use care/addictions needs in the downtown core and East Toronto. This service is supported by the provincial government's Expanding and Enhancing IPC Teams initiative, focused on access and attachment for clients/patients with poorer health outcomes/health status.

We are seeking an experienced Manager and team leader who will work with the team across the three partner organizations to respond to primary care needs, providing seamless connection with other substance use/addiction and allied health providers as needed. The Manager will be accountable for reporting to the Executive Director at Parkdale Queen West Community Health Centre (PQWCHC) for the initial development phase and later will be transitioned to report to the Director of Primary Care).

General Responsibilities:

- Supervise and manage the performance of a strong interprofessional team in a matrix reporting structure ensuring high standards of care are maintained.
- Work with the IPC team across the three partner organizations to respond to primary care needs, providing seamless connection with other substance use/addiction and allied health providers as needed.
- Provide operational and strategic management and support to the IPCT, and the IPCT Partnership, including managing budgets, work plans and quality improvement initiatives.
- Ensure progressive health care outreach, new and existing partnership development and sustainability and build care pathways to meet the unique needs of this vulnerable population.
- Ensure adherence (where applicable) with Indigenous Data Sovereignty guidelines and practices.
- Lead and participates in team, IPCT Partner and cross-team meetings and committees, cross-organizational initiatives and events to ensure alignment and maximize collaboration.
- Manage information and communication by preparing appropriate reports for organizational and IPCT Partnership planning, funder and agency requirements.
- Recruit and onboard new interprofessional team members as needed.
- Lead team discussions to improve, update and modify administrative guidelines and procedures through a quality improvement lens.
- Manage the coordination of service delivery across the IPCT Partnership and interdisciplinary care within the context of the Community Health Centre Model of Health and Well-being.
- Facilitate the development and maintenance of strong collaborative working relationships with the community we serve as well as existing and potential partner agencies/service providers.
- Participate on project and planning committees as required.

Qualifications:

- Degree from a recognized university in a relevant discipline and/or significant related experience.
- 3-5 years experience developing, supervising, evaluating, training, and coaching staff in a clinical setting; experience in a unionized environment is an asset.
- Experience working with staff and service users who come from diverse racial, gender, ethnic, and cultural backgrounds and who may have lived experienced of homelessness, living in poverty, mental health, social isolation, and substance use.
- Thorough understanding of systemic issues which affect service users and staff.
- Highly developed skills in community development and teambuilding.
- Financial and budget management skills.
- Thorough knowledge of legislation relevant to the position, including Ontario Human Rights Code, Personal Health Information Protection Act, Occupational Health and Safety Act, Employment Standards Act and some knowledge of the Regulated Health Professions Act.
- Strong understanding of and commitment to harm reduction, trauma-informed, and anti-oppression practices.
- Crisis intervention and prevention, conflict resolution, and negotiation skills.
- Excellent written and oral communication skills.
- Computer literacy.



Compensation: Salary commensurate with experience, plus Group Benefits (both to be pro-rated to FTE), plus HOOPP (Healthcare of Ontario Pension Plan) option.

If you are interested in joining in a creative and dedicated team to, we want to hear from you! Applicants, please send your resume and cover letter **in a single document** (MS Word or PDF format only). Please apply using the form at the bottom of the PQWCHC employment page: <https://pqwchc.org/contact/employment/>

The deadline to apply is 5:00 pm on Monday June 10th, 2024

[Job ID: 2024-060](#)

Please also note that the successful candidate will be required to provide a police vulnerable sector check as a condition of employment, however strong consideration is made to the type of offense. Employment is conditional upon having had a full series of COVID-19 vaccinations (2 doses, plus booster within 6-12 months) 14 days before starting employment.