

Scarborough Centre for Healthy Communities (SCHC) is dedicated to providing accessible, equitable, and transformational health and social service choices for the well-being of Scarborough's diverse communities. We cultivate vital community services by promoting healthy lifestyles while delivering a comprehensive range of culturally competent health and social services programming. Our I2CARE values ensures that we, as a work community, treat all with, inclusivity, innovation, collaboration, accessibility respect and equity.

As an employer, we strive for excellence as a workplace and are committed to building a workforce that enhances our capacity to meet the needs of the diverse communities we serve.

We are currently looking to hire a:

Supervisor - Interprofessional Primary Care

1 – Full Time, Permanent (35 hours/week)

1 – Full Time, 1-Year Contract (35 hours/week)

Reporting To: Manager – Interprofessional Primary Care

Purpose:

The Supervisor – Community Health Teams is a leader who directly oversees employees and follows the manager's directions. They work alongside team members, helping them complete basic duties and responsibilities. The supervisor is in charge of the daily tasks and productivity of the group and ensures that the team completes the goals and objectives set out by the manager.

Key Areas of Responsibility:

- Provide oversight over day-to-day operations of the program.
- Assign tasks to employees and oversee workflow of the department to reach productivity goals.
- Answer questions from employees and providing hands-on direction and guidance.
- Train new employees on organizational procedures.
- Coach existing employees on new tasks and responsibilities.
- Create and monitor performance goals and deadlines that align with the organization's objectives.
- Monitor employee work tasks and reassign duties as required in collaboration with manager.
- Keep track of employee's schedules, time off requests, sick days, and vacation requests.
- Gather information and submit performance reports to the program manager as part of the annual staff performance review.
- Inform the department manager about any disciplinary issues with employees that need to be addressed.
- Develop and/or update program materials to ensure compliance with organizational, funder-specific, and accreditation standards and requirements.
- Support ongoing program promotion/ outreach.

- Ensure monthly client experience surveys are completed as per policy.
- Ensure SCHC's Person Family Client Care (PFCC) principles are adhered to and implement mechanisms for engagement to support organizational quality improvement measures and foster ongoing enhancement of the program.
- Ensure all applicable audits are completed according to organizational policies.
- Support the manager with recruitment, interviewing and retention of staff.
- Provide/organize orientation and training for new staff, students and volunteers.
- Support onboarding and off-boarding staff, students, and volunteers.
- Provide/organize supervision for students.
- Monitor data quality and staff performance targets by regularly reviewing documentation in client management systems and report issues to the manager for follow-up.
- Engage in training and education to upgrade skills to fulfill the responsibilities of the position.
- Take part in team huddles and meetings for the purposes of ensuring coordinated and integrative programming, and resource sharing.
- Be familiar with the organization's policies, procedures, and site-specific emergency procedures.
- Represent the program on internal staff committees, inter-agency initiatives as directed.
- Perform other duties as assigned that are reasonable within the scope of the job.

Level of Experience:

- Post secondary education or relevant work experience in program coordination.
- A degree or diploma in a health-related field from an accredited university or college program is an asset.
- Minimum of 1 – 3 years of experience in leadership role in a health-related environment.
- An understanding of quality improvement and performance management is required.
- Experience supervising staff, students and volunteers.
- Experience in program development, implementation, monitoring and evaluation an asset.
- Experience in maintaining budgets/statistical reporting is an asset.

Skills and Attributes:

- Strong organizational, interpersonal and communication skills.
- Good assessment and problem-solving skills.
- Experience with conflict resolution techniques.
- Strong organizational, leadership, team building, and strategic planning skills.
- Excellent multi-tasking and time management skills.
- Excellent verbal and written communication skills.
- Ability to exercise excellent judgment, flexibility, creativity, and sensitivity to changing situations and needs.

- Collaborative, responsive, and adaptive leadership style.
- Ability to work closely with leaders and staff.
- Demonstrate an anti-oppression approach to practice and work from a client- centered, anti-racism, harm reduction, and trauma informed approach.
- Knowledge of issues affecting and experience working with marginalized communities, policies, legislation, programs, and related scope of practice and social determinants of health.
- Knowledge of Community Healthcare
- Excellent skills in Microsoft Office, including Power BI, SharePoint, Excel, Publisher, Microsoft Forms.
- Familiarity with health record systems.
- Excellent interpersonal skills.
- Second language is a strong asset.

Significant Working Conditions:

- Flexibility of hours.
- **Evening or weekend work will be required.**
- Flexible working sites – via partner sites and working in the community.
- Valid driver’s license required.
- Vehicle required.

Benefits:

- Healthcare of Ontario Pension Plan - HOOPP
- Four weeks of paid vacation
- Health and Dental care
- Employee assistance program
- Extended health care
- Life insurance
- Vision care

Remuneration: \$58,090 - \$68,758 Annually

Please apply in confidence to HR by email: Recruitment@schcontario.ca

We would like to thank all applicants; only those invited to interviews will be contacted.

Note: Please quote **S-CHI** in the subject line.

If you require any accommodation, please advise Human Resources. As a condition of employment all new hires must be legal to work in Canada. You will also be required to undertake a Vulnerable Sector Screening with Police Services. Only applicants selected for interviews will be contacted.

SCHC values equity, inclusion and accessibility. We welcome those who have a demonstrated commitment to upholding these values and who will assist us to expand our capacity for diversity in the broadest sense. We encourage applications from members of groups that have been historically disadvantaged and marginalized, including First Nations, Metis and Inuit peoples, Indigenous peoples of North America, racialized persons, newcomers, persons with disabilities, and those who identify as women and/or LGBTQ2S+



SCHC is committed to providing a barrier-free environment for all stakeholders including our clients, employees, job applicants, suppliers and any visitors who may enter our premises, access our information or use our services. We respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations. SCHC will provide accommodations to applicants with disabilities throughout the recruitment, selection and/or assessment process. If selected to participate in the recruitment, selection and/or assessment process, please inform Human Resources staff of the nature of any accommodation(s) that you may require.

www.schcontario.ca.

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