

Scarborough Centre for Healthy Communities (SCHC) is dedicated to meeting the diverse, holistic health needs of the people of Scarborough by addressing the physical, mental, social, financial and environmental aspects of their health. Through the promotion of healthy lifestyles and delivery of a comprehensive range of culturally competent health and social services, we cultivate vital and connected communities.

We are currently looking to hire a:

Clinical Operations Coordinator
1-Full Time, (35 hrs/wk)
6 month contract

Reporting To: Director – Community Health Teams

Purpose:

Working with highly committed and skilled community health team staff, located in multiple sites, the Clinical Operations Coordinator will ensure the safe, efficient and effective operation of client services. In this role, you will work closely with managers and staff within the Community Health Team portfolio – in particular the Primary Care, Diabetes Education Program, and Interprofessional Primary Care, Hospice Palliative Care, Sexual Assault and Domestic Violence, and Health Promotion to prioritize work, facilitate smooth flow, ensure appropriate resource availability and coordinate emerging pressures.

Key areas of responsibility:

- Administrative support to the Community Health Managers
- Ensure the smooth flow of daily operations between program sites including staff scheduling, client flow, supplies and inventory management
- Coordinates the orientation, training of program specific staff, volunteers, and students
- Participates in team and cross-functional meetings and committees, initiatives and events to ensure alignment and maximize collaboration
- Assist with the completion of scheduled audits (chart, hand hygiene, privacy etc.)
- Coordinates the collection and processing of invoices (specialist, labs, diagnostic imaging)
- Assist in the development and distribution of communication materials, including PowerPoint presentations, brochures, posters, reports, administrative manuals and documents such as policies and procedures relating to group clinical functioning, web-based communication and emails to facilitate knowledge transfer and exchange
- Perform other duties as assigned that are reasonable within the scope of the job

Scope and Accountability:

The Clinical Operations Coordinator works closely with the Community Health Team staff and leadership to monitor and evaluate service delivery, program policies, and ensuring program is meeting its objectives.

Educational and/or Professional Qualifications:

- Post-secondary degree or College diploma in healthcare management or healthcare related field from an accredited university or college program

Level of Experience:

- 3-5 years demonstrated clinical coordination experience in a client-centered healthcare setting.

Skills and Attributes:

- Ability to work between multiple sites
- Capable of working effectively in a team environment
- Computer literate in Microsoft Word, Excel, PowerPoint, Database Management etc.
- Experience and familiarity with Nightingale on Demand (NOD) and Practice Solutions considered an asset
- Strong organizational, interpersonal, and communication skills
- Ability to multi-task
- Good assessment and problem solving skills
- Experience with conflict resolution techniques
- Excellent communication skills (written/verbal) in English
- Oral/written fluency in other languages relevant to providing service in the role would be considered an asset
- Sensitivity and awareness of culturally, racially, economically, and socially diverse communities
- Willing to participate in professional development opportunities as they arise
- Valid license to drive in Ontario and access to a vehicle required
- Current certification in CPR/first aid or willingness to be certified

Significant Working Conditions:

Flexibility of hours – occasional evenings or weekend work may be required.

Remuneration: \$27.41 - \$32.00

Pay Band: F

Please note: All other conditions of employment are set out in the collective agreement between SCHC and SEIU.

Please apply in confidence by emailing a current resume to the attention of the HR Department at hr@schcontario.ca by 11:59pm on August 25th, 2021.

Note: Please quote Clinical Operations Coordinator in the subject line.

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+

Please note that all qualified candidates, eligible to be employed in Canada, are encouraged to apply.

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. 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.

For more information about our programs and services, please visit our website at

www.schcontario.ca.