



Director, Clinical Services & Health Privacy Officer Full Time Permanent

The Four Villages Community Health Centre is an equal opportunity employer and encourages resumes from people who reflect the diverse communities we serve.

If you are seeking change in your career trajectory, **this** may be your opportunity. An opportunity for an up-and-coming healthcare leader to contribute to the health system transformation within a high-performing, fully-integrated Community Health Centre.

You would be working at an agency that has a track record of inter-agency quality improvement and is an active player in the evolution of our Ontario Health Team in West Toronto. You would work closely with a strong and well-resourced team of senior leaders who are supported by a comprehensive back-office, communications, and decision support teams.

Are you looking to work somewhere where your excellence will shine and professional standards highly valued? Do you want to learn and grow as a healthcare leader at an agency where you can hone your skills in an innovative healthcare environment? Interested? If you consider yourself a strong healthcare leader, ready to make a change, please keep reading.

The Four Villages Community Health Centre provides team-based, inter-professional primary health care to the communities in West Toronto while addressing key social determinants of health. Our clinical care is complemented by a wide range of health promotion programs. We serve all residents of our communities with a strong equity lens. Our target populations are seniors, families with young children, youth and newcomers. Four Villages has two locations in the west end of Toronto and is funded by the Ontario Ministry of Health through Ontario Health.

Reporting to the CEO, the Director provides leadership and manages the operations, planning, budgeting, staff development and evaluation of inter-professional primary health care services across both sites. As the organization's Health Privacy officer, this role is accountable for ensuring organizational compliance with PHIPA, ensuring staff are trained and aware of their duties under the legislation, and responding to inquiries related to Four Village's privacy policies and practices.

The Director works in active partnership with other directors, management team, and their staff to achieve the Vision, Mission, and Strategic Goals of Four Villages, works to reflect organizational values, and actively supports their team through regular quality improvement. The position shares a full-time administrative assistant.

KEY ACCOUNTABILITIES:

Clinical Services

- Oversees, plans, coordinates and manages the delivery of inter-professional, team-based primary health care services
- Works with peers and the CEO to develop, monitor and evaluate services, systems and organizational structures to ensure efficient and effective delivery of optimal quality of primary health care services to the community
- Ensures that their initiatives for clinical service delivery and evaluations in the annual operating plan are completed and presented to the CEO and the Board of Directors, as per schedule
- Ensures that standard clinical performance indicators are maintained and attained
- Ensures that the quality of clinical services is monitored and evaluated regularly and works with others to set QI initiatives to improve care and outcomes and warranted

- Helps draft and update policies and procedures to guide clinical services as required by organizational needs
- Monitors and manages budget expenditures applicable to the clinical services area
- As the lead for Infection Prevention and Control (IPAC), Chairs the IPAC Committee, brings forward any issue or concerns, and provides recommendations to the Management Team and CEO to strengthen IPAC.
- Participates in the preparation of policy and protocol development as well as organizational performance reviews

Health Privacy Officer

- Designs, implements, monitors and reports on the privacy compliance program and control measures to comply with legislation and best practice
- Maintains the relevant documentation of the privacy program
- Conducts a privacy inventory of the types of PHI collected by the organization
- Acts as the organizational go-to person for all privacy related inquiries
- Tracks privacy incidents and themes
- Liaises with external privacy consultants and lawyers as appropriate
- Reviews vendor agreements to ensure adequate privacy terms are included
- Conducts or coordinates the privacy impact assessments and threat risk assessments with security
- Initiates, investigates and manages the privacy breach protocol

Strategic Planning

- Contributes to the development and implementation of the Strategic Plan and related annual strategic initiatives
- Helps identify, develop and complete organizational planning tools including the Organizational Scorecard)
- Contributes to the attainment of organizational health and administrative objectives and measurements within the scope of the responsibilities of this position
- Participates in management, planning and evaluation cycles and systems linked to the organizational accountability system in conjunction with the CEO and management team and in partnership with staff

Corporate Services Support

- Participates in the development of organizational performance indicators and measurements and ensures that they are attained via QI and performance improvement methods
- Conducts regular staff performance reviews in alignment with organizational policies
- Identifies staff continuing education needs, identifies opportunities for staff professional development and that professional competence standards and best practices are maintained
- Participates in the development of the annual budget
- Partner with Human Resources as required for the recruitment, hiring, and orientation processes for permanent and contract staff
- Ensures effective development, implementation and management of staff schedules and secures locum relief where required with consideration of budget
- Writes and assists with the development of grant proposals as needed
- Occasionally externally promotes Four Villages at public forums, community events, etc.

Accreditation Systems and Processes

- On an ongoing basis, oversees the development, maintenance and evaluation systems related to the delivery of clinical services
- Manages accreditation elements that apply to clinical services
- Ensures compliance with accreditation standards and that the organization is, at all times, accreditation ready with elements that apply to clinical services

QUALIFICATIONS/COMPETENCY REQUIREMENTS:

- Masters degree in a health sciences discipline or administration is required;
- Must be registered and in good standing with a regulated health professional college in Ontario
- Extensive and demonstrated senior leadership experience in supervision and the progressive management of inter-professional clinical teams
- Demonstrated knowledge and proficiency in planning, evaluation and quality improvement
- Understanding of population needs assessments, data analysis and basic information systems
- Demonstrated commitment to and knowledge of community-based primary health care, social determinants of health, public policy within the health sector, current issues and resources
- Familiarity and understanding of Population Health and Equity in Health Care including an understanding of Anti-Racism and appreciation of Anti-Racism in the Ontario and Canadian context, and in particular Anti-Black Racism and Anti-Indigenous Racism
- Excellent communication, decision-making, problem-solving, conflict management and time management skills
- Excellent interpersonal skills, including flexibility and a positive attitude
- Demonstrated ability to working in an inter-professional team environment; strong team collaboration
- Proficiency in the use of computers, various software applications and electronic health records

Salary: Salary range of \$88,500 to \$106,500 (based on qualifications), plus 20 paid vacation days, above-average professional development time - 10 days, and excellent benefits.

Pension: Four Villages is a HOOPP employer.

Application Deadline: October 22, 2021

Interested candidates should e-mail their resume along with a cover letter to Human Resources at jobs@4villages.on.ca (Subject: *Director, Clinical Services & Health Privacy Officer*).

We thank all the applicants for their interest and advise that only those selected for an interview will be contacted.

If you have any requirements for accommodation, please let us know.

Four Villages is a scent-free environment.