

TAIBU Community Health Centre
Manager of Clinical Coordination & Navigation

Position: Manager of Clinical Coordination & Navigation

Reports to: Director of Primary Health Care Services

Terms: Full time (35 hours/week)

Start Date: Immediate

TAIBU Community Health Centre is at the forefront of the delivery of community health and social services to Black communities across the Greater Toronto Area. Our work aims to improve, promote and protect the health and well-being for Black populations through quality and culturally designed primary health care services and strategies.

The Manager of Clinical Coordination & Navigation works within the context of the Centre's mission and strategic directions and ensures effective and seamless primary healthcare services through the planning, implementation and development and evaluation of integrated and responsive clinical coordination of services. This position manages the team of medical secretaries of TAIBU CHC and provides support and coordination for the Centre's clinical support staff, physicians, nurses practitioners, chiropodist, nurses, dietitians and social workers/therapists.

The Manager of Clinical Coordination & Navigation directly reports to the Director Primary Healthcare Services.

Responsibilities

- Ensure that the Clinical team identifies needs, priorities and strategies for effective primary health care delivery.
- Ensure that Clinical Team decision making is facilitated through a team process that is enabled by the provision of appropriate and accurate research, statistics and advice.
- Coordinate the day-to-day functioning of the primary care clinic, chiropody and physiotherapy teams.
- Plan, implement and monitor services that respond to client and communities' needs, and meet internal and external performance targets.
- Ensure adherence to primary healthcare / clinical policies, protocols and workflows.
- Responsible for the development and implementation of TAIBU CHC's clinical Policies & Procedures including identifying the need for policy development through clinical team processes and encourages and assists staff to develop policies, protocols, procedures, as well as clinical goals and objectives for consideration and approval.
- Ensure the implementation of case conferencing among primary healthcare providers to provide proper interdisciplinary review and discussion of complex cases.
- Ensure that the philosophy and mission of the Centre are being met in the development, implementation and operation of all Primary Healthcare Services.
- Ensure general administrative services are being efficiently managed including lab, medical/surgical supplies and equipment and medications.

- Ensure professional competence is maintained through appropriate continuing education methods such as peer discussions, literature review, conferences and educational leave.
- Implement a primary healthcare services peer review process to ensure that there is an emphasis on preventative health care and patient education, and to ensure the provision of comprehensive primary healthcare care is carried out in a manner advocated by the appropriate bodies governing each clinician of the Centre.
- Ensure that centre-wide client triage system is efficient and effective by monitoring the system and recommending and implementing appropriate changes.
- Assist in managing patient referrals to the appropriate health specialties, diagnostic services and community services where indicated (including helping patients book appointments, following-up on referrals and providing reminders etc.)
- Conduct all aspects of recruitment, supervision and performance management of the Medical Secretaries team members.
- Provide ongoing supervision and implements regular performance evaluation for the Medical Secretaries team staff and implement a peer review process for all professional staff.
- Working with the Data Management Coordinator, support primary healthcare team in maximizing use of the Electronic Medical Record (EMR)
- Monitor and evaluate programs and services, by ensuring effective use of computer reports and data collection for internal use and the Ontario Health reporting requirements.

Qualifications

- A post-graduate degree in Health Sciences, Nursing, Health Administration or a combination of relevant education and work experience;
- Administrative experience in an ambulatory primary care setting is preferred;
- A current or previously licensed health care professional status is very desirable; and
- 3-5 years of experience in service coordination, program administration and staff / volunteer supervision.
- Knowledge and proficiency in program planning, implementation and evaluation strategies;
- Demonstrated commitment to and knowledge of community development and community-based health care delivery;
- Ability to develop and communicate goals in support of TAIBU's mission
- Demonstrated commitment to and lived experience of Anti-Black Racism and Afrocentric values and principles;
- Demonstrated knowledge of asset-based community development and community-based health care delivery/approach;
- Skilled at enhancing others' commitment to their work
- Ability to work effectively within a diverse and multi-disciplinary team;
- Excellent communication, interpersonal, decision-making, problem solving and conflict management skills;
- Computer literacy and keyboarding skills;
- Experience with an electronic client record system
- Proficiency in English is a strong asset

Compensation:

- \$71,380 – 86,000 + Competitive benefits
- Expected salary adjustment in the near future – based on Ministry communication
- New recruits at TAIBU CHC will be enrolled in the Healthcare of Ontario Pension Plan (HOOPP)

This vacancy is a new position.

No Artificial Intelligence or other technology will be used to assess, screen applications and select candidates.

Please send your cover letter and resume by _____:

**IPCT Expansion Hiring Committee
TAIBU Community Health Centre
1371 Neilson Road, Unit 418
Scarborough, Ontario, M1B 4Z8**

**Email: recruitment@taibuchc.ca
Fax; 416 644 3542**

No telephone enquiries. TAIBU CHC thanks all applicants for their interest. However, only those persons selected for an interview will be contacted.

TAIBU Community Health Centre is an equal opportunity employer and applicants from racialized and minoritized communities are strongly encouraged.