

**CARSWELL CENTRE**

1871 Danforth Ave
Toronto, ON M4C 1J3
Tel: 416-699-7775
Fax: 416-699-7766

COXWELL SITE

#105-840 Coxwell Ave
Toronto, ON M4C 5T2
Tel: 416-469-6464
Fax: 416-469-6164

TAYLOR MASSEY

4 The Market Place
Toronto, ON M4C 5M1
Tel: 647-251-8195
Fax: 1-844-329-6384

Project Coordinator Full-Time, Temporary (Until December 2025)

Company Description

South East Toronto Family Health Team (SETFHT) is an academic primary care clinic affiliated with the University of Toronto. Our organization is comprised of a variety of Interdepartmental Healthcare Professionals (IHPs) that include: physicians, medical residents, nurse practitioners, registered nurses, dietitians, social workers, psychologists, patient care coordinators, physician assistants and chiropractors, all of whom are assisted by an exceptional administrative and clinical support team.

SETFHT is a local Ontario Health Team (OHT) partner and actively participates in various community initiatives in the East End of Toronto. Specifically, SETFHT is a partner at the Health Access Taylor Massey (HATM) clinic, which provides primary care and interprofessional resources to the Taylor Massey community. SETFHT is also leveraging existing support and services in the community to improve access to comprehensive primary and social care for its residents.

Position Profile

This position will oversee and manage all aspects of clinical program campaigns, ensuring smooth coordination and support for the successful implementation of critical strategic initiatives on a priority basis, that support the two SETFHT clinic locations (840 Coxwell Avenue and 1871 Danforth Avenue) as well as the HATM clinic location (4 The Market Place). It will also oversee the accreditation process to ensure compliance with all necessary standards and regulations.

The Project Coordinator will establish collaborative relationships with the leadership team as well as other key stakeholders such as clinical providers and frontline staff. The Project Coordinator will provide regular reports and updates to the Executive Director, coordinate activities to plan, implement, manage, identify risks and propose solutions to achieve SETFHT's vision and strategic direction.

Accountability

The Project Coordinator reports and is accountable to the SETFHT CEO/Executive Director (ED).

Role & Responsibilities

- Assesses, develops, and implements quality and performance improvement strategies throughout clinical programs
- Oversee the accreditation process in collaboration with senior leadership and consultants from Accreditation Canada (AC)
- Works to identify areas of improvement to improve efficiencies, facility layout, flow, inventory levels, and process costs
- Identify, prioritize and execute program activities using techniques such as Value Stream Mapping, Lean methodology, 6-Sigma, theory of constraints, PDSA, etc.
- Drive standardization and consistency of approach through effective use of all tools of lean, Six Sigma, and change management

HEAD OFFICE

4th Floor - 1871 Danforth Avenue Toronto, ON M4C 1J3 T: 416-423-8800 F: 416-423-8803



**SET
FHT**

South East Toronto
Family Health Team

- Coordinates the effective delivery of a portfolio of strategic initiatives that support the mission and vision of SETFHT
- Performs data gathering and reporting activities to ensure project efficient and effective operation
- Coordinates and develops reports and communicates project and portfolio milestones, service level agreements, and resource allocation to senior management, committees, and frontline staff as appropriate
- Coordinates and supports appropriate project and change management practices and ensures internal control systems are in place to execute, sustain and continuously improve solutions
- Coordinate and prepare documents for internal and external meetings
- Assist with managing the entire lifecycle of projects and completion of milestones, including developing and fine-tuning/maintaining project plans, accomplishing the project plan tasks, assessments, follow-up, project documentation and status reports
- Monitor the project scope, budget, and schedule for all key initiatives, including progress and quality of work associated with project deliverables
- Track project deliverables using project management tools and assist with capturing and updating project information such as Risk registers, issues and action logs
- Adheres to RHC's vision, mission, and values
- Demonstrates a strong degree of independence regarding operations and strategic decisions, always with a focus on efficiency, customer service, patient care and innovation

Skills & Qualifications

- Minimum five years of related work experience in a not-for-profit, health care or health regulatory environment preferred
- Undergraduate degree or equivalent
- Project Management Professional (PMP) certification or working towards
- 3-5 years in project coordinator roles, preferably in healthcare. This would include knowledge of project and people change management practices
- Black or Green Belt certification preferred, including knowledge of Lean Six Sigma
- Proficient in Microsoft Office, Excel, Word, PowerPoint, and Outlook, along with proficiency in project management tools
- Strong interpersonal skills, ability to communicate and manage well at all levels of the organization, team player
- Ability to effectively act as an agent for SETFHT with external contacts such as suppliers and partners
- Valid driver's license, proof of insurance and own vehicle required

Other Requirements

- Demonstrated flexibility and time management skills
- Excellent written and oral communication skills
- Ability to maintain a positive attitude in a high-pressure environment and comfortable with change
- Excellent conflict management and resolution skills
- Demonstrated critical thinking skills and proactive mindset
- Experience working with low-income, multi-racial, multi-lingual newcomer communities



- Commitment to working from an integrated anti-oppression/ anti-racist, LGBTQ+ positive framework
- Ability to work effectively within a diverse and multi-disciplinary team
- Available to work evenings and weekends, as necessary

The above responsibilities are not to be considered all inclusive; the individual may be assigned other related duties in the interest of efficient operations of SETFHT.

Hours of Work

The successful candidate must be available to work weekdays, primarily between 8:30 AM to 4:30 PM with the possibility of evening and Saturday shifts

Compensation

- The rate of pay for this position is \$29.93 to \$32.48 per hour
- Includes enrollment in the SETFHT's Health and Dental benefits plan or 4% pay in lieu of Health and Dental benefits
- Includes enrollment in the Healthcare of Ontario Pension Plan (HOOPP) or includes 4% pay in lieu of HOOPP
- Includes Paid Time Off

Thank you for your interest in the South East Toronto Family Health Team. Only those candidates selected will be contacted for an interview. Please, no direct telephone inquiries or email follow-ups.

We thank all applicants for their interest but only those selected for an interview will receive acknowledgement. Please note that a criminal background check will be conducted for this position. SETFHT supports a respectful and inclusive work environment for everyone and is committed to Anti-Oppression principles. We encourage qualified applicants of all ages, races, colour, ethnic origins, religions, abilities, gender identities and sexual orientations as well as peoples with disabilities to apply for this position as it reflects the broad diversity of communities we work with.

In accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005, accommodation will be provided in all parts of the hiring process. Accommodations are available on request for candidates taking part in all aspects of the selection process.

SETFHT encourages a scent-free environment. All employees, students, volunteers, and visitors are asked to refrain from wearing fragrances and other scented personal care products (i.e. perfumes, lotions, hairspray, etc.) while on the premises.

Job Contact Information

Human Resources

South East Toronto Family Health Team

E-mail: humanresources@setfht.on.ca

Subject: Project Coordinator

Please forward cover letter and resume by 3:00 PM on September 6th, 2024