

**CARSWELL CENTRE**

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**TAYLOR MASSEY**

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## **Manager of Integration & Operations (HATM) Full-Time Role**

### **Company Descriptions**

South East Toronto Family Health Team (SETFHT) is an academic primary care clinic affiliated with the University of Toronto. Our organization comprises a variety of Interdepartmental Healthcare Professionals (IHPs), including physicians, medical residents, nurse practitioners, registered nurses, social workers, registered dietitians, patient care coordinators, pharmacists, physician assistants, and chiropodists, all supported by an exceptional administrative team.

South Riverdale Community Health Centre (SRCHC) is a non-profit, multi-service organization that provides primary healthcare and social and community outreach services, with an emphasis on health promotion and disease prevention, primarily to people in East Toronto. Our mission is to improve the lives of people that face barriers to physical, mental, spiritual and social well-being. As a leader in community health, our locally and internationally recognized community services include cutting-edge primary health services, health promotion, harm reduction, environmental health, community food center and population-based community programs for marginalized peoples. We value health equity, inclusion, and respect in our work and in the delivery of our services.

SRCHC and SETFHT are proud partners at Health Access Taylor Massey (HATM), along with WoodGreen Community Services, The Neighbourhood Organization (TNO), and our local Ontario Health Team and Primary Care Network, which enhance primary care and interprofessional resources within the Taylor Massey community. They leverage existing community supports, services, and partnerships in the community to improve access to comprehensive, equitable, and integrated primary and social care for local residents.

### **Position Profile**

As a critical member of HATM and an integral part of the SETFHT Senior Leadership Team, the Manager of Integration & Operations will lead the integration and governance of the HATM initiative. The Manager will oversee all HATM operations, ensuring smooth coordination and alignment among teams, programs, and services to enhance overall patient care and organizational efficiency. The ideal candidate should possess excellent leadership skills, a thorough understanding of interprofessional collaboration, and a proven track record of successfully managing healthcare programs.

This role includes being an ambassador for the organization and representing partner organizations and the academic primary care model at various forums and events. The position also supports academic activities to ensure a culture of ongoing learning and collaboration.

### **Employment Term**

This is a permanent, full-time position.

### **HEAD OFFICE**

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

## **Accountability**

The Manager of Integration & Operations will jointly report to and be accountable to the Director of Interprofessional Practice & Programs at SETFHT as well as the Director Quality Improvement & Evaluation at SRCHC, reflecting the collaborative nature of this initiative.

## **Role & Responsibilities**

This is an exciting opportunity to help shape a unified, patient-centred model of care that supports both staff and community members.

- Provide strategic and operational leadership for the Health Access Taylor Massey (HATM), ensuring the seamless integration of programs, services, and teams across multiple partner organizations
- Develop, implement, and monitor operational systems and processes that support high-quality, coordinated, and equitable patient care
- Collaborate with executive leadership from all partner organizations to align strategic priorities, funding goals, and reporting requirements
- Lead cross-organizational initiatives that promote service integration, shared accountability, and collaborative governance
- Conduct regular check-ins and team meetings, set clear expectations and support professional development opportunities for team members
- Oversee clinic operations, including facility management, program delivery logistics, staffing coordination, and quality improvement
- Lead HATM's governance and operational tables, enabling effective collaboration, decision making and alignment across partner organizations
- Provide effective leadership to a multidisciplinary team, fostering a positive and inclusive work environment
- Manage program budgets, resources, and timelines to achieve successful outcomes
- Collaborate with key stakeholders, including the community to identify program needs, goals and metrics for success
- Liaison with the Taylor Massey Residents Wellness Council and other community groups on clinic wide initiatives, to ensure resident voices are reflected in planning and service design
- Communicate program objectives, progress and outcomes to internal and external stakeholders
- Facilitate interprofessional communication, engagement, and problem-solving to strengthen collaboration between administrative, clinical, and community-facing teams
- Utilize data-driven approaches to identify areas for improvement and implement evidence-based solutions
- Identify, connect and engage with potential stakeholders within the community, as required
- Manage and monitor HATM budgets, staffing models, and operational resources
- Identify and mitigate risks, ensuring compliance with relevant legislation, policies, and best-practice guidelines
- Support the learning environment of HATM by promoting academic partnerships, student placements, and knowledge-sharing across disciplines
- Lead, mentor, and support staff by providing guidance, feedback, and opportunities for professional development and growth
- Manage patient and partner complaints, ensuring timely resolution, documentation and follow-up

- Work collaboratively with SRCHC & SETFHT leadership teams to develop and maintain a unified operational framework, ensuring shared accountability and reporting alignment across both organizations

### **Skills & Qualifications**

- Master's degree in Healthcare Administration, Public Health, Business Administration, or a related field
- Minimum 5 years of progressive leadership experience in health or community service organizations, preferably within an interprofessional or primary care setting
- Demonstrated success in interprofessional collaboration, partnership development, or integrated care models
- Experience in strategic planning, change management, and quality improvement initiatives
- Exceptional interpersonal, communication (written and verbal), and facilitation skills with the ability to engage and collaborate with diverse internal and external stakeholders
- Familiarity with electronic medical record (EMR) systems, Practice Solutions (PS) is an asset
- Comfortable working in a dynamic, high-volume environment that requires adaptability, initiative, and sound judgment

### **Other Requirements**

- Exceptional oral, written, presentation, and time-management skills
- Flexible and able to thrive in a dynamic, high-volume environment
- Excellent conflict management and resolution skills
- Experience working with low-income, multi-racial, multi-lingual, and newcomer communities
- Commitment to an anti-oppression, anti-racist, LGBTQ+ positive framework
- Ability to work effectively within a diverse, multidisciplinary team
- Knowledge of the healthcare sector is an asset
- A high degree of professionalism, ethics and confidentiality
- Available to work evenings and weekends, as required

*The above responsibilities are only considered inclusive; the individual may be assigned other related duties in the interest of HATM's efficient operations.*

### **Hours of Work**

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

### **Compensation**

- The rate of pay for this position is a range, based on experience, between \$38.17- \$41.41 per
- This position includes enrollment in the SETFHT Health & Dental benefits plan
- This position includes Healthcare of Ontario Pension Plan (HOOPP)
- This position includes paid time off

### **Additional Information**

Please note that the South East Toronto Family Health Team does not use artificial intelligence (AI) to screen, assess, or select applications for this position. All hiring decisions are made by people.

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, colours, ethnic origins, religions, abilities, gender identities and sexual orientations, as well as persons 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 Under (AODA), accommodations will be provided throughout the hiring process upon request.

SETFHT maintains a scent-free environment. All employees, students, volunteers, and visitors are to refrain from wearing fragrances and other scented personal care products (eg, 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](mailto:humanresources@setfht.on.ca)

Subject: Manager of Integration & Operations (HATM)

