

**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

Manager of Technology & Innovation

Title:	Manager of Technology & Innovation	Employment Term:	Permanent
Reporting to:	SETFHT CEO	Employment Type:	Full-Time (1.0 FTE)
Number of Positions:	1	Location(s):	Hybrid (All 3 Sites)
Hourly Rate:	\$33.28 to \$36.11/hour	Posting Status:	Open until filled

Benefits

- Health & Dental benefits, including AD&D, Long-Term Disability (LTD), and optional Life Insurance
- Healthcare of Ontario Pension Plan (HOOPP)
- Employee & Family Assistance Program (EFAP)
- Paid time off (vacation, sick, and personal days)
- Professional development time and funding

Company Description

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

SETFHT is a proud partner at the Health Access Taylor Massey (**HATM**) clinic, which enhances primary care and interprofessional resources within the Taylor Massey community. SETFHT also utilizes existing community supports, services, and partnerships to improve access to comprehensive, equitable, and integrated primary and social care for local residents. SETFHT is dedicated to innovation, continuous improvement, and the strategic use of advancing technology to strengthen care delivery, improve efficiency, and enhance the experience of patients, providers, and staff.

Position Profile

The Manager of Technology & Innovation is a vital member of the SETFHT Senior Leadership Team, responsible for providing strategic oversight, leadership, and optimization of information systems, digital health tools, cybersecurity, IT infrastructure, and data governance across all sites. This role combines practical technical expertise with innovative leadership to support the organization's digital transformation and innovation efforts. The Manager oversees initiatives to modernize systems, streamline workflows, maximize EMR utilization, and leverage emerging technologies to enhance operational efficiency, clinical effectiveness, and the user experience.

Role & Responsibilities

The Manager of Technology & Innovation plays a key role in helping staff and clinicians work efficiently and effectively by leveraging technology, streamlining workflows, and promoting a culture of innovation across all SETFHT sites.

HEAD OFFICE

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



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Key responsibilities include:

- Provide strategic leadership and organizational oversight for information systems, IT infrastructure, digital health tools, cybersecurity, and data governance across all SETFHT sites
- Lead the planning, implementation, and continuous improvement of technology initiatives that support clinical care, operations, and organizational priorities
- Oversee the optimization and effective use of the Electronic Medical Record (EMR), including configuration, training, reporting, and workflow improvements
- Identify, evaluate, and implement emerging technologies and innovative solutions to improve efficiency, quality of care, and user experience
- Develop and maintain technology-related policies, standards, and governance frameworks, including privacy, security, and data management
- Ensure cybersecurity risks are proactively identified and mitigated, and that systems comply with organizational policies and applicable legislation
- Collaborate with clinical leaders, operational managers, and external vendors to align technology solutions with user needs and organizational goals
- Provide leadership for system upgrades, integrations, and digital transformation projects, including timelines, risks, and change management
- Monitor system performance, reliability, and user feedback to support continuous improvement
- Support data-informed decision-making through reporting, analytics, and system capabilities
- Contribute as an active member of the Senior Leadership Team, supporting organizational planning, strategy, and cross-functional initiatives

Skills & Qualifications

- Post-secondary education in information technology, computer science, health informatics, or a related field, or an equivalent combination of education and experience
- Demonstrated experience in IT leadership, digital health, or health information systems, preferably within a healthcare or primary care environment
- Strong knowledge of EMRs, digital health tools, IT infrastructure, cybersecurity, and data governance principles
- Experience leading technology projects, system implementations, and digital transformation initiatives
- Ability to translate technical concepts into clear, practical guidance for clinical, operational, and leadership audiences
- Strong analytical and problem-solving skills, with a focus on improving workflows and user experience
- Proven leadership and collaboration skills, with experience working across interdisciplinary and clinical teams
- Experience managing vendors, consultants, and external technology partners
- High level of professionalism, judgment, and discretion when working with sensitive systems and data



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- Excellent communication, planning, and change-management skills
- Commitment to SETFHT's mission, values, and strategic priorities, including innovation, collaboration, equity, and continuous improvement

Additional Information

Please be aware that the South East Toronto Family Health Team does not utilize artificial intelligence (**AI**) for screening, assessing, or selecting applications for this position. All hiring decisions are made by human reviewers.

We appreciate all applicants' interest; however, only those selected for an interview will receive acknowledgment. Additionally, a criminal background check will be required for this role.

SETFHT is dedicated to fostering a respectful and inclusive workplace and upholds Anti-Oppression principles. We encourage qualified applicants of all ages, races, ethnic origins, religions, abilities, gender identities, sexual orientations, and persons with disabilities to apply, reflecting the diversity of the communities we serve.

In accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (**AODA**), accommodations will be available throughout the hiring process upon request.

SETFHT maintains a scent-free environment. All employees, students, volunteers, and visitors are asked to refrain from wearing fragrances or scented personal care products (such as perfumes, lotions, hairspray, etc.) while on our premises.

Job Contact Information

Human Resources

South East Toronto Family Health Team

E-mail: humanresources@setfht.on.ca

Subject: Manager of Technology & Innovation

