

**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 Operations & Academic Support

Title:	Manager of Operations & Academic Support	Employment Term:	Permanent
Reporting to:	Director of Finance and Operations	Employment Type:	Full-Time (1.0 FTE)
Positions Available:	1	Location(s):	840 Coxwell & 1871 Danforth Clinics
Hourly Rate:	\$33.28 - \$36.11 per 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 Operations & Academic Support provides operational leadership and day-to-day oversight for the *840 Coxwell Ave.* and *1871 Danforth Ave.* clinic sites, working closely with Pod Leads, Program and Services Assistant and reporting to the Director of Finance and Operations. With a strong focus on efficiency and quality improvement, this role supports the implementation of operational best practices aligned with SETFHT's strategic plan.

In addition, the position serves as a key liaison, fostering and strengthening academic partnerships and supporting residents, student learners, and the Department of Community and Family Medicine to enhance teaching, learning, and innovation within our clinical environments.

HEAD OFFICE

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



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Role & Responsibilities

The Manager of Operations & Academic Support plays a key role in supporting high-quality, efficient clinic operations while fostering a strong academic learning environment. By providing hands-on operational oversight and strong collaboration with clinical, administrative, and academic partners, this role helps streamline daily operations, supports the integration of education and service delivery, promotes continuous quality improvement, and ensures academic activities are integrated smoothly into the clinical environment.

Key responsibilities include:

- Provide day-to-day operational oversight to support smooth clinic functioning, proactively identifying operational challenges, risks, and opportunities for improvement
- Lead and contribute to quality improvement initiatives that enhance efficiency, service delivery, patient experience, and staff engagement
- Support the implementation, monitoring, evaluation, and continuous improvement of operational processes, policies, and best practices aligned with SETFHT's Strategic Plan
- Collaborate closely with members of the SLT on operational planning, issue resolution, reporting, and continuous improvement initiatives.
- Oversee the maintenance, testing, and regular inspection of clinic equipment, ensuring warranties, service contracts are in good standing, and preventative maintenance schedules are adhered to
- Manage and support accurate record-keeping related to equipment maintenance, repairs, and service requests
- Provide operational and logistical support to MD academic site coordinators to ensure effective coordination of academic programming and learner activities
- Provide leadership and guidance to all student learners, such as student learners and Family Medicine residents, on clinical policies, procedures, and operational expectations within the clinic environment
- Foster and maintain strong relationships with academic partners, including universities, colleges, and the Department of Community and Family Medicine
- Acts as a key liaison for academic activities, coordinating space, scheduling, onboarding, and operational support for residents, student learners, and teaching activities within the clinic
- Support an inclusive, respectful, and collaborative learning environment that balances educational priorities with high-quality clinical care
- Ensure that operational and academic activities comply with organizational policies, privacy and confidentiality requirements, accreditation standards, and applicable legislation and regulations

Skills & Qualifications

- Post-secondary education in health administration, business administration, or a related field, or an equivalent combination of education and relevant experience
- Minimum of 5 years of related work experience in healthcare or clinical operations, preferably within a primary care and/or academic teaching environment



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- Demonstrated understanding of clinic-based operational workflows, scheduling, resource coordination, and service delivery models
- Experience supporting, coordinating or working within academic, teaching, or learner-focused environment is a strong asset
- Proven ability to work collaboratively with interdisciplinary teams, including physicians, learners, administrative staff, and academic stakeholders
- Strong organizational, analytical, and problem-solving skills, with experience contributing to quality improvement initiatives and managing competing priorities in a fast-paced environment
- Excellent written and verbal communication and skills, with the ability to build effective, professional working relationships at all levels of the organization
- Demonstrated ability to exercise sound judgment, discretion, and professionalism when handling sensitive or confidential information
- Proficiency with Microsoft Office and comfort learning and adapting to new systems, tools, and technologies
- Demonstrated commitment to SETFHT's mission, values, and strategic priorities, including equity, collaboration, accountability, 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 Operations & Academic Support