



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 & Innovation

Title:	Manager of Operations & Innovation	Employment Term:	Permanent
Reporting to:	Director of Finance & 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 organization 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 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 & Innovation provides leadership and oversight for clinic operations at our SETFHT sites, while advancing the organization's use of technology, data, and innovative practices to support high-quality, patient-centred care. This role integrates operational leadership with digital health and innovation to optimize workflows, systems, and service delivery, enhancing both patient and staff experiences.

Working closely with clinical leaders, administrative teams, and the Senior Leadership Team (SLT), the Manager supports continuous quality improvement, drives operational efficiency, and leads initiatives aligned with SETFHT's strategic priorities. The role also contributes to the effective use and optimization of the Electronic Medical Record (EMR), supports data-informed decision-making, and helps integrate new tools and technologies into clinical and administrative workflows.

HEAD OFFICE

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



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This role requires a collaborative and solutions-focused leader who is comfortable working across clinical, operational, and technical domains and who is committed to advancing innovation, efficiency, and excellence in a dynamic, team-based primary care setting.

Role & Responsibilities

The Manager of Operations & Innovation plays a key role in supporting efficient, high quality, and forward-thinking clinic operations while advancing innovation and continuous improvement. Working in close collaboration with clinical, administrative, and leadership teams, this role supports the optimization of workflows, systems, and service delivery, while helping to integrate digital tools, data, and innovation to enhance patient care, staff experience, and organizational performance.

Key responsibilities include:

- Provide day-to-day operational oversight to support smooth clinic functioning, proactively identifying operational challenges, risks, and opportunities for improvement
- Identify operational challenges, risks, and inefficiencies, and implement practical solutions to improve clinic flow and team effectiveness
- Manage and collaborate with third party IT support vendor
- Lead and contribute to quality improvement initiatives that enhance efficiency, service delivery, patient experience, and staff engagement
- Develop and maintain contingency plans for IT outages, EMR downtime, or physical infrastructure failures to ensure uninterrupted patient care
- Support the implementation, monitoring, evaluation, and continuous improvement of operational processes, policies, and best practices aligned with SETFHT's Strategic Plan
- Oversee clinic infrastructure, including maintenance, service contracts, regular inspection of equipment, and preventative maintenance schedules
- Maintain accurate records related to equipment, service requests, and operational tracking
- Oversee the optimization and effective use of the Electronic Medical Record (EMR), including workflow improvements, training, and reporting
- Identify, evaluate, and implement new tools, technologies, and innovative solutions to improve efficiency, access to care, and user experience
- Lead and support system upgrades, integrations, and digital initiatives, including planning, implementation, change management and stakeholder impact assessments
- Support data-informed decision-making by developing and maintaining operational reports, dashboards, and performance metrics
- Collaborate with leadership and teams to leverage data and analytics to improve care delivery and organizational performance
- Support the development and implementation of policies and best practices related to privacy, security, and data governance
- Ensure that operational and technology-related activities comply with organizational policies, accreditation standards, and applicable legislation and regulations
- Collaborate closely with the SLT on operational planning, innovation initiatives, and organizational priorities



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- Work across clinical, administrative, and external partners to align operational and technology solutions with user needs and organizational goals
- Support an inclusive, respectful, and collaborative learning environment that balances educational priorities with high-quality clinical care

Skills & Qualifications

- Post-secondary education in health administration, business administration, or a related field, or an equivalent combination of education and relevant experience
- A PMP, Lean Six Sigma Green Belt, or equivalent certification to support improvement is a strong asset
- Minimum of 3 years of related work experience in healthcare or clinical operations, preferably within a primary care setting with exposure to digital health, EMR systems, or technology-enabled workflows
- Demonstrated understanding of clinic-based operational workflows, scheduling, resource coordination, and service delivery models
- Proficiency in health informatics standards or experience managing specific EMR modules beyond basic data entry (e.g. custom forms, decision support tools)
- Deep familiarity with PHIPA (Personal Health Information Protection Act)
- Experience supporting, coordinating, or working within an 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



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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 & Innovation

