

**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 FHO & Academics

Title:	Manager of FHO & Academics	Employment Term:	Permanent
Reporting to:	SETFHT CEO & FHO Leads	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 FHO & Academics serves as the primary administrative lead supporting the Family Health Organization (**FHO**) and its physician members, working closely with physician leadership, the SETFHT CEO, and members of the Senior Leadership Team (**SLT**) across the *840 Coxwell Ave.* and *1871 Danforth Ave.* clinic sites. This role supports physician engagement, governance, scheduling coordination, policy development, and administrative processes that contribute to the effective functioning of the physician group. The position also helps ensure compliance with applicable agreements, reporting requirements, and organizational priorities while fostering collaboration between physicians and the broader interprofessional team.

In addition, the Manager of FHO & Academics supports academic programming and partnerships, coordinating student learners, Family Medicine residents, and other health professionals across SETFHT. Through collaboration with physician preceptors, academic coordinators, and educational institutions,

HEAD OFFICE

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

the position helps advance SETFHT's commitment to teaching, learning, and excellence in patient-centred care.

Role & Responsibilities

The Manager of FHO & Academics plays a key role in supporting the effective administration of the FHO while fostering a strong academic learning environment. By providing hands-on oversight and strong collaboration with physicians, clinical staff, administrative teams, and academic partners, this position supports physician engagement, academic programming and service delivery, promotes continuous quality improvement initiatives, while helping to ensure that educational activities are integrated effectively within the clinical environment.

Key responsibilities include:

- Serve as the primary administrative support to the FHO, supporting physician members with matters related to governance, operations, policies, and agreements
- Coordinate and support FHO meetings, including agenda preparation, minute-taking, action item tracking, and follow-up
- Support the FHO with Ministry of Health communication, reporting requirements, and locum coverage coordination
- Maintain a thorough understanding of physician funding models, Ministry of Health requirements, and contractual obligations affecting the FHO
- Manage FHO financial administration by maintaining records, processing invoices and physician-related expenses, reconciling accounts, preparing financial reports, and supporting annual budgeting activities
- Coordinate and reconcile monthly FHO funding distributions and physician payment from OHIP, ensuring accurate record-keeping and timely processing
- Monitor physician participation requirements, reporting obligations, and performance indicators associated with FHO commitments and agreements
- Support physician orientation and integration into the FHO and SETFHT clinical environment
- Collaborate with physician leadership and the SETFHT Senior Leadership Team (SLT) to identify opportunities to strengthen physician engagement, communication, and operational effectiveness
- Coordinate physician scheduling processes, vacation tracking, and coverage planning
- Foster and maintain strong relationships with academic partners, including universities, colleges, and the Department of Community and Family Medicine
- Coordinate placements for student learners and Family Medicine residents
- Support academic coordinators and physician preceptors to ensure the successful delivery of academic programming and learner experiences
- Oversee the coordination of academic activities, including learner scheduling, space allocation, onboarding, and administrative support for teaching activities within the clinic
- Build and maintain collaborative relationships with physician preceptors, learners, and academic institutions to support the successful delivery and continuous improvement of academic programming



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South East Toronto
Family Health Team

- Support an inclusive, respectful, and collaborative learning environment that balances educational priorities with high-quality clinical care
- Ensure compliance with organizational policies, privacy and confidentiality requirements, accreditation standards, and applicable legislation and regulations
- Collect, analyze, and report on physician and academic program metrics to support decision-making, planning, and continuous improvement initiatives
- Support quality improvement initiatives related to physician practice, learner experiences, and academic programming
- Prepare reports, briefing materials, and presentations for physician leadership, committees, and SETFHT leadership, as required

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 administration, physician practice administration, academic program coordination, or a related healthcare leadership role, preferably within a primary care and/or academic teaching environment
- Experience with financial administration, bookkeeping, account reconciliation, and financial record management is considered a strong asset
- Demonstrated understanding of physician practice administration, healthcare funding models, scheduling processes, academic programming, and service delivery models within a primary care environment
- 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 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 FHO & Academics

