

**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 Executive Leadership & Physician Affairs**

|                             |                                                                |                         |                                     |
|-----------------------------|----------------------------------------------------------------|-------------------------|-------------------------------------|
| <b>Title:</b>               | <b>Manager of Executive Leadership &amp; Physician Affairs</b> | <b>Employment Term:</b> | <b>Permanent</b>                    |
| <b>Reporting to:</b>        | SETFHT CEO & FHO Leads                                         | <b>Employment Type:</b> | Full-Time (1.0 FTE)                 |
| <b>Positions Available:</b> | 1                                                              | <b>Location(s):</b>     | 840 Coxwell & 1871 Danforth Clinics |
| <b>Hourly Rate:</b>         | \$33.28 - \$36.11 per hour                                     | <b>Posting Status:</b>  | 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 Executive Leadership & Physician Affairs plays a key role in supporting SETFHT's organizational leadership and the effective administration of physician affairs across the 840 Coxwell Ave. and 1871 Danforth Ave. clinic sites. Working closely with the CEO and members of the Senior Leadership Team, along with the Lead Physician and FHO members, this position provides high-level executive, administrative, governance, financial, and operational support while helping to strengthen communication, accountability, and collaboration across the organization.

### **Role & Responsibilities**

The Manager of Executive Leadership & Physician Affairs supports both organizational and physician

### **HEAD OFFICE**

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



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priorities through effective coordination, reporting, performance tracking, and follow-up, while serving as a key administrative liaison between SETFHT leadership and its physician members.

**Key responsibilities include:**

- Provide advanced administrative, logistical, and coordination support to the CEO and Executive Leadership Team, and support Board of Directors activities as required
- Serve as the primary administrative liaison for physician affairs and the FHO, supporting physician members with matters related to governance, operations, policies, agreements, and organizational processes
- Coordinate and support executive leadership, FHO, and physician leadership meetings, including scheduling, agenda preparation, briefing materials, minute-taking, action item tracking, documentation, and follow-up
- Support organizational priorities, leadership initiatives, and strategic projects by tracking timelines, deliverables, decisions, and action items and proactively following up to support completion
- Prepare, organize, and maintain confidential executive and physician documentation, correspondence, reports, presentations, and records with a high degree of discretion and accuracy
- Facilitate clear, professional, and timely communication between the CEO, Executive Leadership Team, Board members, physician leadership, FHO members, internal teams, and external stakeholders
- Support physician leadership and FHO members with Ministry of Health communications, reporting requirements, contractual obligations, and locum coverage coordination
- Maintain a thorough working knowledge of physician funding models, Ministry of Health requirements, FHO agreements, and other contractual or administrative requirements affecting physician practice
- Manage physician and FHO financial administration, including maintaining financial 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 payments from OHIP, ensuring accurate record-keeping and timely processing
- Monitor physician participation requirements, reporting obligations, and performance indicators associated with FHO commitments and agreements
- Coordinate physician scheduling processes, vacation tracking, locum arrangements, and coverage planning
- Support physician recruitment, onboarding, orientation, and integration into the FHO and SETFHT clinical environment
- Maintain physician administrative records and support processes related to physician membership, agreements, appointments, and other required documentation
- Collaborate with physician leadership and the Executive Leadership Team to identify opportunities to strengthen physician engagement, communication, operational effectiveness, and alignment with organizational priorities



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- Coordinate the collection, validation, analysis, and reporting of organizational and physician-related data to support internal accountability, funder and stakeholder requirements, strategic planning, and informed decision-making
- Prepare and maintain dashboards, reports, and performance-tracking tools to support organizational planning, quality improvement, physician affairs, and leadership decision-making
- Respond to and coordinate leadership-level data and information requests, ensuring accuracy, consistency, and timely delivery
- Collaborate with internal teams to strengthen organizational reporting processes, information workflows, and data integrity
- Prepare reports, briefing materials, correspondence, and presentations for the CEO, Executive Leadership Team, physician leadership, FHO members, Board members, and committees, as required
- Build and maintain effective working relationships with physicians, leadership, staff, Board members, external partners, and other stakeholders
- Support continuous improvement initiatives related to executive administration, physician affairs, organizational reporting, and operational effectiveness
- Maintain a high level of professionalism, discretion, judgment, and confidentiality when handling sensitive organizational, leadership, physician, financial, and personnel information
- Ensure activities within the portfolio are carried out in accordance with organizational policies, privacy and confidentiality requirements, applicable agreements, legislation, regulations, and reporting requirements
- Contribute to SETFHT's strategic priorities and support a collaborative, accountable, respectful, and continuously improving organizational culture

### **Skills & Qualifications**

- Post-secondary education in business administration, health administration, healthcare management, or a related field, or an equivalent combination of education and relevant experience
- Minimum of 5 years of related experience in healthcare administration, physician practice administration, executive support, or a related healthcare leadership role, preferably within a primary care environment
- Demonstrated experience providing senior-level administrative or executive support, including coordinating complex meetings, priorities, projects, and confidential information
- Experience supporting physicians, physician groups, or medical practice administration, with an understanding of the operational and administrative requirements of a physician practice environment considered a strong asset
- Knowledge of physician funding models, Ministry of Health requirements, FHO agreements, OHIP processes, and physician scheduling or coverage processes considered a strong asset
- Experience with financial administration, budgeting, account reconciliation, payment processing, and financial record management
- Experience with data coordination, reporting, performance tracking, or analytics, with the ability to interpret information and present findings clearly to leadership audiences
- Advanced proficiency with Microsoft Office applications, particularly Excel, and comfort learning and adapting to new systems, tools, and technologies



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- Exceptional organizational and time-management skills, with the ability to manage competing priorities, deadlines, and responsibilities in a fast-paced environment
- Strong analytical, critical-thinking, and problem-solving skills, with demonstrated sound judgment and attention to detail
- Excellent written and verbal communication skills, with the ability to communicate effectively and build professional working relationships with senior leaders, physicians, Board members, staff, and external stakeholders
- Demonstrated ability to work independently while collaborating effectively across leadership, physician, and interdisciplinary teams
- High level of professionalism, discretion, and judgment when handling sensitive, confidential, financial, and organizational information
- 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](mailto:humanresources@setfht.on.ca)

Subject: Manager of Executive Leadership & Physician Affairs