

**CARSWELL CENTRE**

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COXWELL SITE

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TAYLOR MASSEY

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Toronto, ON M4C 5M1
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Manager of Integration & Operations (HATM)

Title:	Manager of Integration & Operations	Employment Term:	Permanent
Reporting to:	Designated Directors at SETFHT & SRCHC	Employment Type:	Full-Time (1.0 FTE)
Number of Positions:	1	Location(s):	Health Access Taylor Massey (HATM)
Hourly Rate:	\$38.17- \$41.41 per hour	Position 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 Descriptions

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

South Riverdale Community Health Centre (**SRCHC**) is a non-profit, multi-service organization that provides primary healthcare and social and community outreach services, with an emphasis on health promotion and disease prevention, primarily to people in East Toronto. Our mission is to improve the lives of people that face barriers to physical, mental, spiritual and social well-being. As a leader in community health, our locally and internationally recognized community services include cutting-edge primary health services, health promotion, harm reduction, environmental health, community food center and population-based community programs for marginalized peoples. We value health equity, inclusion, and respect in our work and in the delivery of our services.

SRCHC and SETFHT are proud partners at Health Access Taylor Massey (**HATM**), along with WoodGreen Community Services, The Neighbourhood Organization (**TNO**), our local Ontario Health Team (**OHT**) and Primary Care Network, which enhance primary care and interprofessional resources within the Taylor Massey community. They leverage existing community supports, services, and partnerships in the community to improve access to comprehensive, equitable, and integrated primary and social care for local residents.

HEAD OFFICE

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Position Profile

As a critical member of HATM and an integral part of the SETFHT Senior Leadership Team, the Manager of Integration & Operations provides practical, day-to-day operational leadership for the HATM clinic. The Manager supports effective coordination among partner organizations, teams, programs, and services. Working collaboratively with HATM's operational and governance leadership, the Manager promotes team effectiveness, quality improvement, accountability, and community-responsive service delivery.

This role includes serving as an ambassador for HATM and its partner organizations and representing the academic primary care model at various forums and events. The position also supports academic activities that promote a culture of ongoing learning and collaboration.

Employment Term

This is a permanent, full-time position.

Accountability

The Manager of Integration & Operations will jointly report to and be accountable to the Director of Interprofessional Practice & Programs at SETFHT and the Director of Quality Improvement & Evaluation at SRCHC, reflecting the collaborative nature of this initiative.

This dual accountability reflects the collaborative nature of HATM and the shared responsibility for integrated operations, quality improvement, and partner alignment.

Role & Responsibilities

This is an exciting opportunity to help shape a unified, patient-centred model of care that supports both staff and community members. This role is central to translating HATM's partnership model into day-to-day operations that are consistent, accountable, and responsive to community needs.

Program Operations

- Oversee HATM's daily clinic operations, including facility management, scheduling and other logistics, and ordering of supplies
- Monitor and approve time off requests to ensure the effective running of HATM programs and services
- Work with HATM's operational leadership to resolve program, staffing, and service-delivery issues as they arise
- Develop standardized operating procedures and monitor processes that support high-quality, coordinated, and equitable patient care
- Provide staffing and coordination support to HATM workgroups that support program design and delivery
- Optimize the use of the electronic medical record (EMR) and apply data-driven approaches to strengthen accountability, identify opportunities for improvement, and implement evidence-based guidelines
- Plan and coordinate outreach activities to promote awareness of HATM programs and services

- Liaise with the Taylor Massey Residents Wellness Council and other community groups on clinic-wide initiatives to ensure that resident voices are reflected in planning and service design

Team Building & Effectiveness

- Provide effective leadership to a multidisciplinary team, fostering a positive and inclusive work environment
- Conduct regular check-ins and team meetings to monitor workloads, set clear expectations for program delivery, and provide regular feedback about program effectiveness
- Facilitate communication, engagement, and problem-solving to strengthen collaboration among administrative, clinical, and community-facing teams
- Support and coordinate cross-organizational initiatives that promote service integration and quality improvement
- Support the learning environment of HATM by promoting academic partnerships, student placements, and knowledge-sharing across disciplines

Accountability & Risk Management

- Report to HATM's operational tables, ensuring effective collaboration, decision-making, and alignment across partner organizations
- Develop and maintain a unified operational framework that aligns with HATM's vision and objectives, ensuring shared accountability and consistent reporting across partner organizations
- Prepare regular compliance and monitoring reports for HATM's operational and governance leadership
- Identify and mitigate risks, ensuring compliance with relevant legislation, policies, and best-practice guidelines
- Manage patient and partner complaints, ensuring timely resolution, documentation, and follow-up

Skills & Qualifications

- Master's degree in Healthcare Administration, Public Health, Business Administration, or a related field
- Minimum 5 years of progressive leadership experience in health or community service organizations, preferably within an interprofessional or primary care setting
- Demonstrated success in interprofessional collaboration, partnership development, or integrated care models
- Experience in strategic planning, change management, and quality improvement initiatives
- Exceptional interpersonal, communication (written and verbal), and facilitation skills with the ability to engage and collaborate with diverse internal and external stakeholders
- Familiarity with electronic medical record (EMR) systems, Practice Solutions (PS) is an asset
- Comfortable working in a dynamic, high-volume environment that requires adaptability, initiative, and sound judgment

Other Requirements

- Excellent conflict management and resolution skills
- Experience working with low-income, multi-racial, multi-lingual, and newcomer communities

- Commitment to an anti-oppression, anti-racist, and LGBTQ+ positive framework
- Ability to work effectively within a diverse, multidisciplinary team
- A high degree of professionalism, ethics and confidentiality

The above responsibilities are only considered inclusive; the individual may be assigned other related duties in the interest of HATM's efficient operations.

Hours of Work

The successful candidate must be available to work weekdays, primarily between 8:30 a.m. and 4:30 p.m., with the possibility of evening and weekend shifts, as required.

Additional Information

Please note that the South East Toronto Family Health Team does not use artificial intelligence (AI) to screen, assess, or select applications for this position. All hiring decisions are made by people.

We thank all applicants for their interest, but only those selected for an interview will receive acknowledgement. Please note that a criminal background check will be conducted for this position.

SETFHT supports a respectful and inclusive work environment for everyone and is committed to Anti-Oppression principles. We encourage qualified applicants of all ages, races, colours, ethnic origins, religions, abilities, gender identities and sexual orientations, as well as persons with disabilities, to apply for this position as it reflects the broad diversity of communities we work with.

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

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

Job Contact Information

Human Resources
South East Toronto Family Health Team
E-mail: humanresources@setfht.on.ca
Subject: Manager of Integration & Operations (HATM)

