

Job Posting

Position Title: Program Coordinator – Priority Population

Employment Status: Temporary Full-time Contract, until March 31st, 2026

Position Status: This is a Bargaining Unit position. All terms and conditions of the collective bargaining agreement apply.

Job Posting Deadline for Internal Candidates: October 9, 2024, at 5pm

Hours of Work Schedule: 35 hours per week including some evenings and weekends

Salary Range: Annualized salary range of \$55,100.00 - \$63,223.00, commensurate on skills and experience and plus Group Benefits & HOOPP

Hiring Manager: Senior Manager, Integrated Care & Experience

Primary Location: North Oshawa; mobile clinic sites (with flexibility to travel to any Durham CHC location as required).

Organization Overview

Durham Community Health Centre (DCHC) is a registered, charitable organization that provides integrated, accessible, and equitable community-based primary care, wellness services, and health education to Durham community members who face multiple barriers to their health and well-being.

DCHC also provides equity-based programs and services that focus on priority populations such as Indigenous, Black, the 2SLGBTQI Community, Newcomers to Canada, Seniors, and Unattached patients (i.e., those without a family doctor), to name a few. DCHC ensures Durham community members receive not only sick care but preventive care as well.

At DCHC, we are a team-based interprofessional group of staff including physicians, nurse practitioners, nurses, counselors, dietitians, outreach workers, medical secretaries, and other administrative staff. We always place every client at the center of our approach to care, based on their needs. We address these needs through integrated clinical and wellness care and health education.

It's an exciting time to be joining DCHC, while we are embarking on an energizing path with a focus on making our biggest impact yet on the health of Durham community members by diversifying, expanding, and leveraging our Strategic Plan, Theory of Change, Brand, Client Stories and Resources.

Position Overview

Working as a part of the interprofessional care team, the Program Coordinator – Priority Populations oversees the day-to-day functions of teams working with Priority Populations, including Newcomers and African, Caribbean, and Black (ACB) communities. The coordinator will facilitate the coordination of team functions such as data collection, program planning, and client registration. The Coordinator will also ensure strategic linkages are developed with other programs, relevant committees and other key stakeholders to enable an evidence-based approach to care that is innovative with the goal of reducing health inequities.

Key Responsibilities:

Coordination/Capacity Building

- Oversee scheduling of team for client needs
- Assist clinicians with managing clinic needs, schedules and client follow-up as necessary
- Designs and develops administrative procedures and protocols for the team

General Administration

- Support and work with the team to develop training materials to ensure that the goals of the program are being achieved and the needs of those requesting training are being met
- Routinely compile, enter and report confidential data at agency and funder's request
- Design and develop training materials
- Ensure that all necessary reports are completed and submitted to the appropriate sources meeting set deadlines
- Participate in the planning of program evaluation initiatives and track the work plan for the current fiscal year with team members
- Participate as a team member in all team functions- program planning, team meetings, inter-team meetings, and case conferences
- Maintain and develop professional competence and learning
- General administrative assistance in collaboration with support team
- Monitoring the quality and effectiveness of services through performance metrics, client feedback, and outcome evaluations.
- Ensuring adherence to regulatory requirements and standards, such as PHIPA compliance
- Managing and analyzing data to identify trends, improve outcomes, and optimize program performance
- Support in-person appointment booking and client intake, including completion of health equity questionnaire
- Ensure client information is accurately scanned and uploaded to client's chart in EMR
- Supporting and managing client concerns
- Perform other related duties as assigned

Other duties within scope of duties include:

- Assists, as assigned, in the orientation and training of new staff on the team
- Consults regularly with local agencies or community resources concerning resource development and program planning which is pertinent to the patient/client population
- Adheres to and applies organization wide policies and practices in support of organizational health, and performances
- Adheres to and applies established compliance measures within legislative requirements and equity principles (e.g., AODA, Human Rights Code, and Ontario Employment Standards)
- Champions and supports Employee Engagement efforts and initiatives
- Ensures scope of duties/accountabilities adheres to established Health & Safety program, policies and procedures
- Other duties as assigned by the manager and the director

Key Qualifications

- Baccalaureate degree in a relevant health or social science-related field or equivalent in experience.
- 3-5 years of experience within a healthcare setting required; program coordinator experience preferred.
- Experience in a Community Health Centre (CHC) setting or other community health practice is an asset.
- Experience working with communities and individuals facing barriers to accessing healthcare services.
- Strong knowledge of Newcomer and ACB resources in Durham is strongly preferred.
- Sensitivity and awareness of cultural, racial, economic, and socially diverse communities
- Proven experience in program development, implementation, monitoring and evaluation.
- Capacity to maintain professional links with diverse agencies and working successfully in partnership with these agencies.
- Thorough knowledge and understanding of the local health and social service sector, government programs, and current legislation that may affect clients.
- Excellent problem-solving, organizational, and interpersonal skills, with the ability to work effectively and respectfully in a collaborative, inter-professional team environment.
- Ability to communicate with clients in an easily understandable manner, practicing active listening to understand client needs
- Demonstrated ability to work under pressure, to anticipate potential problems/conflicts and take appropriate actions and to meet deadlines.
- Experience using Electronic Medical Records (EMRs)
- Excellent knowledge of MS computer applications and other office-related software
- Valid current vulnerable sector police check required upon hire.
- Valid Ontario Driver's License.
- Flexibility to work or drive to meetings at any of DCHC's clinical locations in our service area, including mobile clinic sites, as required.
- Ability to work a flexible schedule with at least one evening per week.

Key Attributes include:

Demonstrated Minimum Attributes core to the Agency: Service-oriented, Initiative, Results-oriented, Flexible/Adaptable, Collaborative, Effective Communication Skills, Team Player, Ability to manage risk within one's responsibility & accountability, Ability to take Accountability.

In addition, the following are the role-specific attributes:

Efficient, Alliance builder, Creative & Innovative Thinker, Analytical/Systematic, Empathic

Full vaccination against COVID-19 is mandatory for this position (Durham CHC will however adhere to its duty to accommodate those who are unable to be fully vaccinated for a reason related to a human right protected ground).

Application Process:

- 1) If you are interested in being considered for this position, please submit a cover letter and resume outlining your qualifications and expectations by email to recruiting@durhamchc.ca. This position will remain posted until filled.
- 2) While we thank all applicants for their interest in applying, only those qualified and considered for an interview will be contacted. All applicant submissions will be kept on file for six months, for future consideration.
- 3) All applicants are encouraged to provide a valid email address for communication purposes. Applicants may receive written correspondence regarding this job posting directly to the email address provided on their resume. As an applicant, it is your responsibility to ensure that you check your email regularly.
- 4) All positions are subject to the successful completion of the following pre-employment conditions for all external hires: Reference Checks; and Criminal Background checks (including Vulnerable Sector Screening).

Durham Community Health Centre is committed to complying with all applicable standards as set out in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the provisions of the Ontario Human Rights Code, and any other applicable legislation. Accessibility: If you have accessibility needs and require alternate formats or other accommodations, please contact Human Resources at 905-723-0036, or by email to recruiting@durhamchc.ca. **Durham Community Health Centre, and staff are dedicated to creating an inclusive environment that welcomes diversity.**

