



Employment Opportunity Director; Client Services

For 27 years, the London InterCommunity Health Centre has worked to improve the health and wellbeing of people and communities facing barriers to living full and healthy lives. One of the ways we accomplish this is by providing comprehensive primary health care for people who experience barriers to care in London, which can include chronic poverty, language or culture and complex health conditions, including mental health and addictions.

Our model of service is multi-disciplinary and rooted in a social understanding of health framework. We engage our clients and community in governance, service development and program evaluation to ensure we are guided by the people we serve. Our work extends beyond our walls and includes community outreach, health promotion and community capacity building projects.

We are part of a broader movement of 73 community-governed Community Health Centres across Ontario. Our centre has two service locations in London, an annual budget of \$9.5M and a team of 100 dedicated staff. We also have a dedicated team of 136 volunteers, who gift the centre 14,835 hours of service annually. We are looking for a dynamic and collaborative leader to join our team.

Client Services Director Role

The Client Services Director provides leadership in the planning, execution and evaluation of comprehensive primary health care services. The successful applicant will coordinate and support the Centre's physician team and supervise the Program Managers who lead individual service areas. The role will also build and maintain relationships with external partners to ensure our clients receive integrated, high quality services.

Reporting to the Executive Director, this role works alongside the Planning and Community Programs Director to ensure an integrated approach to service delivery and the provision of strategic advice to the Executive Director. The role is supported by an Operations Team comprised of Human Resources, Finance, Data Analysis and Information Systems resources. The Client Services Director may be called upon to serve as the Acting Planning and Community Programs Director. The Client Services Director, interchangeably with the Planning and Community Programs Director, may also be called to serve as the Acting Executive Director during planned absences.

We are looking for a leader who believes in the principles of health equity and who has the ability to inspire that belief in others. We are also looking for a servant leader who is focused on the growth and wellbeing of their team, and who has the diplomacy and negotiation skills to work in partnership with other leaders internally and externally to accomplish shared goals.

Qualifications

- Completed a post-secondary degree program in Health, Public or Not-for-Profit sector Administration from a recognized college or university, or a combination of another post-secondary degree program and significant experience in the Health, Public or Not-for-Profit sector;

- Minimum 5 years' of progressive leadership experience;
- Proven success working with third party funders or managing a multi-stream budget;
- Minimum 5 years of performance management experience with tangible results;
- Awareness and understanding of the social determinants of health, health promotion, harm reduction and community development;
- Motivated to work within an organization that is committed to social justice, equity, caring, inclusion and respect;
- Ability to work with diverse communities with sensitivity, creativity, innovation, cultural understanding, non-judgement, facilitation and negotiation skills;
- Excellent written and oral communication skills, French conversation skills are a strong asset;
- Ability to maintain complete and accurate records in accordance with the Health Centre's policies;
- Strong computer skills, including the use of MS Office products and Electronic Medical Records (Nightingale on Demand currently in use; transitioning to TELUS PS Suite within 12 months.)

Our Work/Life Balance Approach

This permanent, full time position offers a competitive salary which is complimented with membership in the Healthcare of Ontario Pension Plan (HOOPP), a defined benefits pension plan.

Employee self care is supported by a comprehensive Health & Dental benefit package, premiums paid by the organization. Long term disability plan, Life Insurance and an Employee/Family Assistance Plan are also included in our self care components. Paid sick and emergency days complete the compensation component for this area.

To promote time to recharge, our normal work-week is 37.5 hours, Monday to Friday. Evening and weekend hours may be required from time-to-time. Full time staff benefit from very competitive vacation time, an allotment that increases with tenure, as well as hours for professional development, supported by funds to assist with tuition, registration and travel expenses.

Travel is infrequent, but the position may be required to travel to Association of Ontario Health Centres meetings in the Greater Toronto Area 2-3 times per year.

A dress atmosphere best described as "casually professional," a recognized Positive Space for staff and community and a commitment to hiring staff that reflect the diversity of our clients and community we serve demonstrate that we are an equal opportunity employer.

How to Apply

Qualified applications are encouraged to apply for this position by forwarding a cover letter and resume by **Friday, September 8 2017**:

Mail: 659 Dundas Street, London, Ontario, N5W 2Z1
 Phone: (519) 642-1532
 Email: jobposting@lihc.on.ca

Should you require accommodation in making an application please contact our office. We thank all applicants for their interest, only those selected to proceed in the competition will be contacted.

To learn more about the Health Centre visit us online at www.lihc.on.ca, follow us on Twitter @Health Centre or like us on Facebook – London InterCommunity Health Centre.