

Employment Opportunity

Full Time: Team Lead - Coordination and Access

Regional Francophone Community Health and Social Services Hub (Hub)

The London InterCommunity Health Centre seeks a strategic individual who is committed to developing a more equitable system for serving the Francophone community. The Team Lead will work with the Hub community partners to ensure that the underserved francophones in our community are served competently, especially as it pertains to mental health.

The Hub aims to improve access for Francophone community members to information, referral to programs and services as they relate to health, mental health and addictions, social and wellbeing services in French.

The partners are: Addiction Services of Thames Valley (ADSTV), Canadian Mental Health Association – Middlesex (CMHA), Carrefour Communautaire Francophone de London (CCFL), Southwest London Health Integration Network (LHIN), Entité de planification des services de santé en français Érié St. Clair/Sud-Quest, London InterCommunity Health Centre (LIHC), Vanier Children Services. The Hub Team Lead will be working directly with hub partners and providers to develop the operational plan for the Hub and ensure its successful implementation.

The Team Lead, working with providers of the partner agencies, will develop a pathway for service for francophone individuals including coordinated service plans, especially when mental health issues prevail, so that individuals served experience seamless services.

The Team Lead will demonstrate leadership capacity within the cultural values of the health centre and the Hub.

The Team Lead will work mostly out of CCFL site.

Duties and Responsibilities

- Implement and maintain service standards: monitor and review statistics and indicators; monitor service levels;
- Ensure that safe, high quality services are always client and community centred;
- Ensure that Hub partners are properly engaged in planning;
- Working closely with providers, develop clear protocols;
- Working closely with providers, develop an outreach strategy for the Hub
- Lead the development of program and services of the Hub;
- Lead the development, and/or support staff to develop workshops in areas identified by clients and community as priority;
- Advocate on behalf of clients and community, to ensure that community supports, health and social services, especially mental health service are accessible;
- Develop and implement evaluations for individual programs and the Hub as a system;
- Coordinate risk management protocols and procedures;

- Manage the day to day supervision of service delivering staff, which includes creation and management of schedules, conflict resolution; support with performance appraisals as related to their role at the Hub;
- Support the development of competencies and skills in staff to perform the duties of the role;
- Develop a model of support for clients
- Create standard operating procedures for the Hub

Qualifications

- Degree in Social Science, Health or Business from a recognized college or university; or equivalent combination of post secondary education and experience in the Health and/or Social Service sector
- Good knowledge of the francophone community in London; ability to establish effective relationships
- Skills in developing and implementing outreach strategies
- Certification in leadership/management or program development and evaluation an asset Working knowledge of collaborative decision making models, as well as strength-based and empowerment based
- Fully bilingual in French and English
- Working knowledge of health and wellness services and needs within the Francophone Community in London
- 3-5 years of leadership experience with planning, organizing and co-ordination
- Awareness of, and understanding of, the social determinates of health
- Ability to work with diverse communities with respect, sensitivity, creativity, innovation, cultural understanding, and facilitation skills
- Excellent written and oral communication skills in both official languages
- Human resources management skills including leading a diverse team, individual coaching, conflict resolution and team building
- Exceptional ability to develop partnerships and manage and strengthen relationships between the Hub partners
- Highly self-directed

This position will be expected to travel within the city of London regularly, and at times, outside of London.

How to Apply

This is a full-time permanent position, which includes a competitive salary, complimented with membership in the Healthcare of Ontario Pension Plan (HOOPP) as well as paid vacation and professional development time.

Qualified applicants are encouraged to apply for this position by forwarding a covering letter and resume by Friday, July 26th, 2019 to the attention of Anthoula Doumkou.

Mail: 659 Dundas Street, London, Ontario, N5W 2Z1

Email: jobposting@lihc.on.ca

Fax: (519) 642-1532



The Health Centre is committed to hiring staff that reflect the diversity of the clients and community that we serve.

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.