



**Program Area: Primary Health**  
**Employment Status: Full time, regular ongoing**  
**Hours/Week: 35**

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**What We Live By:**

- **Our Vision:** A community without barriers to health and wellbeing.
- **Our Mission:** We reduce health inequities by providing interprofessional primary health services and community programs, focused on the populations we prioritize, in collaboration with community partners.
- **Our Values:** Innovation, Accountability, Person-Centred, Health Promotion, Excellence, Sustainability, Accessibility

**Guelph Community Health Centre prioritizes people who face barriers to health and accessing services, and people who identify as:**

- Homeless or at risk of homelessness
- Living on low income
- Newcomers to Canada with language barriers
- Having moderate to severe mental health and/or addiction issues
- Having moderate to severe disabilities
- Indigenous First Nations, Inuit and Métis
- Black, mixed race and racialized populations
- Experiencing intersectional oppression
- 2SLGBTQIA+
- Vulnerable children and their families experiencing conflict, isolation or attachment struggles

**Position Description:**

Guelph Community Health Centre Clinical Services team provides primary care, allied health, and wrap around services to priority populations within our community. This includes two primary care practices, and specialty care programs, including The Hive (HIV and Gender-Affirming Care) and midwifery services.

The **Director** will provide leadership and direction to a multi-disciplinary primary care and allied health care staff team. Programs in this portfolio serve not only the City of Guelph, but the surrounding County and Regions. This position will represent Guelph Community Health Centre in local and regional collaborative clinical service delivery and planning tables and will ensure ongoing program development, service delivery evaluation, and continuous quality improvement efforts for clinical operations. This role is a member of the Senior Leadership Team and reports directly to the CEO.

**PRINCIPAL JOB DUTIES**

**Clinic Management:**



- Provide strategic leadership and management of complex multi-disciplinary health, allied health and specialty health care programs and services
- Develop, monitor, and analyze continuous quality improvement and clinical initiatives
- Respond to difficult client situations or crises that have been escalated or pose a significant amount of risk

**Quality Improvement:**

- Support development of Continuous Quality Improvement Initiatives (CQI), monitoring and measuring performance across all clinical teams
- Lead the team in the development, implementation and use of key performance indicators (KPIs) that ensure team effectiveness to improve and maintain service quality and service relevance
- Report on program outcomes and provide to relevant stakeholders and use data and statistics to inform program improvements

**HR Management:**

- Lead, support and empower the team from a servant leadership model
- Work with the HR team on recruitment and retention efforts
- Support, facilitate, and provide feedback on Guelph Community Health Centre programs and policies

**Organization:**

- Maintain a 'big picture' view of the organization and our local system with a focus on individual program and agency-wide priorities
- Work with CEO and Leadership Team to implement strategic and organizational initiatives
- Ensure compliance with Centre and funder policies and procedures as well as municipal, provincial and federal laws and requirements

**Partnerships**

- Develop and nurture community partnerships across multiple regions that increase the capacity of services and programs that are available for Guelph Community Health Centre clients
- Support advocacy and awareness activities aligned with Guelph Community Health Centre's Mission, Values and Strategic Directions

**Financial & Risk Management**

- Lead the development of annual budgets for the portfolio (supported by finance team)
- Manage assigned operating budgets throughout the year and develop plans to manage variances (supported by finance team)
- Identify and assess risks across the portfolio and develop appropriate mitigation strategies.
- Provide guidance and expertise as required in response to crisis and serious incidents



- Manage complex portfolio of contracts and agreements with multiple funders, partners and providers

### **KNOWLEDGE, SKILLS & ABILITIES**

- Current Ontario Registration as a Regulated Health Professional in a primary care discipline.
- Undergraduate degree in a health care discipline.
- Graduate degree or additional relevant training is preferred.
- Minimum of 6 years progressive leadership experience in an interdisciplinary team-based setting.
- Experience in a community-based primary health care setting is an asset.
- Broad knowledge in the areas of community-based primary health care, the social determinants of health and health promotion.
- Demonstrated experience facilitating and supporting interdisciplinary practice.
- Sound knowledge of general management principles, including financial and human resource management
- Program development, evaluation and quality improvement experience
- Strong risk assessment and mitigation planning, critical analysis, problem solving, planning, decision-making, leadership, organizational and change management skills
- Strong organizational, critical thinking, leadership, conflict resolution, and communication skills; ability to multitask and meet deadlines; demonstrated ability to make sound judgements and decisions;

We know that experience comes in many forms. If you have some of these qualities and are excited about this opportunity, then we want to hear from you. Please visit our website [www.guelphchc.ca](http://www.guelphchc.ca) and apply using the online application tool by end of day XX. In your application, please include a resume and cover letter outlining how your skills, qualifications, and experience meet the position requirements.

Guelph Community Health Centre is committed to employment equity and encourages applications from all qualified candidates, including individuals from priority populations who may identify as 2SLGBTQIA+, persons with disabilities, Indigenous, First Nations, Inuit and Metis individuals, and members of Black and other racialized communities.

We thank, in advance, those who apply, but will contact only those who qualify for interviews.

If at any stage in the selection process you require accommodation, please let us know the nature of the required accommodation.



Guelph CHC  
growing healthy together

Director – Primary Care & Specialty Health Care  
Job Posting Draft 2025

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