
Job Title: Senior Director, HART (Homelessness, Addictions, Recovery and Treatment) Hub and Integrated Programs

Program Area: Senior Leadership Team

Reports to: CEO

Direct Reports:

Positions supervised indirectly:

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

Program Description:

The Guelph-Wellington HART Hub offers low-barrier health care, mental health and substance use supports for people (16+) who are experiencing or at-risk of homelessness, with complex health conditions, including moderate to severe mental health and substance use challenges. As part of the HART Hub, Guelph CHC runs an Intensive Housing and Treatment Team that offers onsite and outreach services, including primary care, episodic health care, support coordination, counselling, access basic needs, treatment, and recovery supports.

Guelph CHC's HART Hub team will work very closely with other HART Hub programs and community-based organizations supporting the same priority population, including withdrawal management services, crisis stabilization, permanent supportive housing, shelters and outreach teams. As part of a broader community vision to create a continuum of care, Guelph CHC's HART hub team will provide health care, support, connection, and referrals and engage in shared care planning for HART Hub clients, with the goal of providing wrap-around, stage-matched supports for clients.

The **Senior Director** will provide leadership and direction to a multi-disciplinary health care and allied health staff team providing health care and wrap-around support for people experiencing moderate to severe mental health and substance use challenges with a corresponding lack of access to the social determinants of health (for example people experiencing homelessness or who are precariously housed). The Senior Director will also support, facilitate and oversee the operationalization of the HART hub system of care, which includes community partners serving the same priority population in alignment with our community's broader health and housing system plans. This role will also be responsible for delivering on the outcomes of the HART hub system of care, which include services operated by partners as part of an integrated system of care.

Initially, the Senior Director will be focused on launching and establishing the new HART Hub services and facilitating the transition from the CTS model to the HART Hub integrated model. This will include hiring and training staff teams, developing and supporting the implementation of clearly documented program infrastructure, including new policies, practices and procedures, establishing referral pathways to and from the HART Hub and other services clients will need to access, and managing partner relationships.

The Senior Director will oversee ongoing program development, service delivery, evaluation, and continuous quality improvement efforts for the HART Hub, the Permanent Supportive Housing Integrated Health Team, Welcoming Streets Initiative, and Transitions in Care teams.

This role is a member of the Senior Leadership Team and reports to the CEO

PRINCIPAL JOB DUTIES

HART Hub Development

- Plan, implement and monitor the launch of Guelph CHC's HART Hub services
- Work with partner organizations leading other HART Hub programs to support the development of integrated services
- Manage relationships with community partners and external stakeholders across multiple regions
- Oversee or lead the development of clearly documented program policies, procedures and practices
- Manage and monitor budget, funding agreements and required program reporting

- Support staff team development and onboarding to the new program

Clinic Management:

- Provide strategic system leadership for multi-disciplinary, integrated programs and services
- Respond to difficult client situations or crises that have been escalated or pose a significant amount of risk
- Work with senior leaders from integrated partner organization to address system-level barriers and find solutions.

Quality Improvement:

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

HR Management:

- Lead and support the team from a servant leadership model
- Provide clinical leadership and supervision of staff
- Support, facilitate, and provide feedback on Guelph Community Health Centre programs and policies

Organization:

- Maintain a 'big picture' view of the organization and the system of care with a focus on agency-wide and system-level 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 requirements
- Attend Board meetings and provide information reports and presentations as required

Partnerships

- Develop and maintain community partnerships that increase the capacity of services and programs that are available for priority populations
- 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)
- Ensure strategies are in place to capture, mitigate and manage risk within the department and throughout organization
- Provide ongoing business continuity planning and anticipates and responds to new risks as they arise
- Manage a complex portfolio of contracts and agreements with partners and funders

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.
- 10+ years of progressive senior leadership experience leading and supporting an interdisciplinary team
- Experience in a community-based primary health care setting is an asset.
- Education and experience in addiction and mental health treatment, complex capable care, harm reduction approach and trauma-informed practice.
- 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;
- Ability to work effectively to establish collaborative relationships with external agencies.
- Experience at forging partnerships with stakeholders from across the spectrum of health care.
- Agent of change with ability to envision new concepts and plans.

Organizational and Committee Requirements:

Internal

- All Staff Meetings and agency-wide trainings
- Integrated Program team meetings and huddles
- Case conferences, as required

- Leadership Team and Senior Team meetings
- Opportunities for other committees and activities, including AOAG, JHSC, Culture Club, etc.

External

- Local, municipal, provincial, and federal stakeholders, funders, and foundations
- Board of Directors
- Community Working Groups
- Health system partners and Ontario health team

WORKING ENVIRONMENT

- Some evening or weekend work required
- 80% of time is desk work, office environment, well-lit/ventilated, light lifting and stairs
- Travelling between locations and regionally will be required
- Possible exposure to clients in escalated or crisis situations
- Interaction with people who struggle with mental health or addiction issues, are street involved, or may be involved in the criminal justice system

I understand that I am accountable for everything listed above and that from time to time other duties or tasks may be assigned to me in order to meet organizational needs.

Signature: _____ Date: _____