

Job Posting

Director, Integrated Operations

Roots Community Services Inc (RootsCS), LAMP Community Health Centre (LAMP CHC) and the Canadian Mental Health Association Peel Dufferin (CMHA Peel Dufferin) are partnering to design, develop and implement the Black Health & Social Services Hub (BHSS Hub or the Hub) with and for the Black, African and Caribbean (BAC) communities in Peel Region.

The Hub will provide primary health, mental health, addictions and social services programs that will holistically address the physical, mental, social and cultural needs of BAC communities and seek to eliminate disparities and inequities. To achieve our goals, we are recruiting people who are passionate about delivering culturally relevant, responsive and affirming care that will inspire individuals to improve their wellbeing.

Job Summary

The **Director, Integrated Operations** is responsible for overseeing and integrating administrative operational activities for the BHSS Hub. The Director, Integrated Operations will maintain responsibility for liaising with each Hub Agency to ensure integration across human resources, finance, communications, information technology & systems, and monitoring & evaluation. The incumbent will provide leadership in ensuring appropriate measurement, reporting, and quality enhancement in program delivery across all three program streams. The Director, Integrated Operations will work closely with the Senior Management Team to develop and monitor key performance metrics (including service volumes) and prepare reports for the Executive Committee. As a key member of the Senior Management Team, the incumbent will work collaboratively to realize a better organizational strategy and achieve the Black Health and Social Services Hub's objectives.

Reports to: Chief Executive Officer, Roots Community Services Inc.

Term of Work: Contract until March 31, 2026, based on a 35-hour work week

Salary range: \$109,200 - \$120,500 per annum

Primary Responsibilities

The Director, Integrated Operations is responsible for carrying out the following roles and responsibilities:

Management Functions

- Oversee the effectiveness and efficiency of administrative operations
- Maintain oversight of Hub facilities, including physical and digital infrastructure
- Support the recruitment, retention, and management of the administrative/operational team, including human resources, finance, communications, information technology & systems, and monitoring & evaluation

- Manage emergent situations related to facilities, health & safety, and occupational health (such as emergency closures, outbreaks, etc.)
- Provide ongoing guidance, feedback, recognition and coaching to direct reports while promoting staff development opportunities and involvement in decision-making
- Review documents, processes and recommendations for the course of actions as it relates to Hub integrated services and back-end operations and approve based on delegation of authority from the Executive Committee
- Identify, monitor and escalate risks and issues related to Hub integrated services and back-end operations.

Quality Assurance, Reporting & Evaluation

- Collaborate with the Hub Agencies' Privacy Officers to track and maintain records, processes and policies related to privacy and convene the Privacy Officers as needed to address concerns
- Collaborate with the Senior Management Team to ensure that services are integrated, easy to navigate, accessible, and culturally affirming
- Liaise with the Senior Management Team and Hub Agencies to establish, maintain, and evaluate the Hub's service accountability framework
- Oversee the development and monitoring of key performance metrics (including service volumes) and ensure that they are reported to the Senior Management Team, Executive Committee and other relevant stakeholders
- Support the development of joint operational policies and processes to advance quality management
- Lead client and community satisfaction initiatives, including developing and communicating relevant performance indicators and managing client and community feedback and complaints
- Assist with preparing reports for relevant stakeholders such as the Executive Committee, Hub Agency Boards, and funders - including Ontario Health
- Maintain a current knowledge base of reporting, evaluation, quality, and performance indicators.

External Stakeholder Relationship Management

- Maintain knowledge of changing demographics and evolving needs of the community, and work with appropriate Hub and Agency employees to improve program and service quality
- Engage in health planning with community partners to advance health equity for BAC Communities
- Participate in sector-wide Quality Improvement initiatives/committees
- Maintain communication with relevant Hub funders for reporting
- Support the development of business cases for the Hub
- Establish partnerships with community organizations and health systems partners for regional capacity building.

Continuous Improvement

- Maintain competency in Client Record Management and Electronic Medical Record Systems, in addition to any other technical training, and participate in mandatory training as required
- Complete all required training related to privacy and security and adhere to established policies and procedures to ensure the proper handling and protection of personal health information.
- Actively participate in the review and implementation of the Strategic, Operational and Program Plans

- Complete other relevant deliverables and accountabilities related to Hub operations as assigned by the Executive Committee.

Qualifications

- Master's degree from a recognized university in Business Management or Administration or relevant studies (e.g., data, finance, etc.)
- Three (3) to five (5) years of management and/or quality improvement and/or evaluation experience, preferably in a healthcare and/or community setting
- Demonstrated commitment to and knowledge of community-based health care in a multi-disciplinary setting
- Experience working with partnerships, funders, and project management
- Demonstrated understanding of finance, budgeting, and reporting for non-profit organizations ● Strong data management and analysis skills and ability to utilize data to support change and quality initiatives
- Knowledge of applicable regulations and legislation (e.g. RHP Act, OH&S Act, and PHIP)
- Excellent conflict resolution, risk management, critical thinking, facilitation, and presentation skills
- Excellent leadership, project management, planning, communication, and supervisory skills
- Demonstrated effective experience working as part of a team and with collaboratives/networks
- Proficiency in the use of computer technology and various software applications
- Experience overseeing and supporting teams of multidisciplinary staff with a proven ability to promote integration and collaboration across diverse teams
- Exceptional interpersonal skills with the ability to be creative and flexible in difficult situations, handling them in an objective, consistent format, with excellent problem-solving abilities
- Demonstrated cultural sensitivity and ability to work with BAC communities effectively
- Demonstrated practical understanding of anti-Black racism and intersectionality and various barriers which affect diverse identities, including gender identity/expression, race/cultural background, sex, religion, sexual orientation, disability, immigration and precarious status, family status, etc.
- Intersectional understanding of current social realities and barriers experienced by BAC communities from an anti-oppressive, anti-racist, feminist, self-aware, and trauma-informed approach to practice is mandatory.
- Ability to effectively understand and apply the guiding principles at the BHSS Hub (e.g., health promotion, anti-oppression, harm reduction, and community-based practice) and consistently demonstrate these values – the ability to ‘walk the talk.’

Required Digital and Technical Skills

- Extensive experience with database programs and applications, including expert fluency in SQL and electronic health records.
- Strong working knowledge of navigating a PC Windows environment, including shared drives.
- Proficient in Microsoft applications (Word, Outlook, Excel, PowerPoint).
- Solid skills and experience navigating the internet and intranet environments.
- Ability to quickly learn new software and a commitment to continuously developing technology skills.

Working Conditions

- The incumbent may be required to work some evenings and weekends needed.
- Job locations may vary, and the position requires travel to multiple locations.
- The individual must model strong values, principles, and beliefs, demonstrating respect for people of diverse backgrounds and perspectives.
- The role involves frequent data entry, with extended periods of sitting at a workstation while using a computer.
- Occasional standing for extended periods and light lifting may be required.
- The incumbent must demonstrate good and safe work habits, maintaining a clean and organized work environment.
- The incumbent will help ensure compliance with Health & Safety regulations, policies, and procedures, including reporting any incidents, accidents, or concerns to the CEO of Roots Community Services
- As part of our mandate for inclusivity, reasonable accommodation can be made for all incumbents to perform the described physical functions of the job.

RootsCS is committed to diversity in its workplaces and welcomes applications from all visible minority groups, women, Aboriginal persons, LGBTQ, and persons with disabilities, among other self-identified diverse groups. We also provide accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act ('AODA'). If you require accommodation for a disability during any stage.

This job description indicates the key responsibilities and core functions of the position. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required by the incumbent. The incumbent may be asked to perform other duties as required.

All employees are expected to participate in special assignments as a team-oriented and inclusive organization. These include fundraising, strategic planning, and other related activities that contribute to the continuous development and expansion of Roots Community Services Inc. Employees are expected to contribute to ongoing department growth and improvement via excellent job performance and proactive communication. Each employee and team are integral to RootsCS' mission.

Please submit your application with a cover letter to careers@rootscs.org with the subject line: **'Director, Integrated Operations'**.

Please note that we will review applications as they are submitted until the position is filled. We thank all applicants for this position; however, we will contact only those candidates selected for an interview.