

**Chronic Disease Program Manager
Full-time, Permanent (35hr/week)
\$83,385.00-\$90,742.50 + Health Benefits & HOOPP**

The Vaughan Community Health Centre (VCHC) is a not-for-profit, community-governed organization that provides primary health care; chronic disease prevention and management; illness prevention initiatives, community capacity development and social services primarily to York Region residents. In particular, we serve those experiencing barriers to accessing health care services due to culture, language, age, chronic illness, or the like. As part of the health promotion framework of our services, we work in partnership with other community-based health and social service organizations to address individual, family, and community needs.

POSITION SUMMARY:

As a member of the Leadership Team, the Chronic Disease Program Manager (CDPM) works within the Centre's mission and strategic directions to lead and manage the day-to-day administrative needs of VCHC's Chronic Disease Prevention and Management Program (CDPMP). The CDPMP consists of the following: Diabetes Education Program (DEP); Chronic Obstructive Pulmonary Disease (COPD) program; chronic disease exercise programs; physiotherapy; and People Accessing Care Teams (PACT) chiropody, nutrition, and lung health services.

RESPONSIBILITIES:

Team Management

- Lead the Chronic Disease Prevention and Management Program teams in:
 - a) Providing client-centred chronic disease prevention and management to clients and their families and considering risk factors (environmental, social, psychological, and medical) and social determinants of health that impact the quality of life for clients and their families.
 - b) Providing leadership in program planning, delivery, monitoring, data collection, and evaluation of the CDPMP.
 - c) Monitoring the progress of team workplans and meeting annual funder targets; use quality improvement strategies to ensure the teams meet the targets.
 - d) Coordinating and approving team members' work schedules. That is, authorize timesheets, time off and professional development requests, reimbursement for mileage/staff expenses, etc. as per VCHC guidelines and policies.
 - e) Providing ongoing feedback on work performance through quarterly supervision meetings and conducting performance appraisals.
 - f) Implementing coordinated outreach and health promotion activities with other VCHC service providers.
 - g) Monitoring client wait time for programs and services; conducting analysis to determine factors impacting wait time; and establishing processes to provide more timely access to programs and services.
 - h) Evaluating and monitoring impact of programs on health outcomes; identifying gaps and areas for improvement; and establishing processes to address those gaps.

- i) Chairing the CDPMP team meetings and supporting the teams in addressing arising issues, including workflow processes and client complaints, etc.
- j) Preparing for and maintaining accreditation standard requirements related to the CDPMP.

Administrative

- Prepare quarterly reports as required by the funder; divide the targets per month and submit monthly reports on the achievement of the targets to the Senior Manager of Programs and Services; and implement quality improvement strategies as required to meet the annual targets.
- Coordinate the ordering of clinical and program supplies, equipment, and resources as required.
- Under the direction of the Senior Manager of Programs and Services, implement quality improvement initiatives to ensure effective and efficient delivery of client-centered services and programs that are integrated across the VCHC.
- Collaborate with the Leadership Team in managing advocacy initiatives.

Partnerships

- Collaborate with the Executive Director and Senior Manager of Programs and Services to build and facilitate partnerships with individuals, groups, organizations and networks to address health and social issues affecting VCHC's priority populations.
- Communicate with partners on an ongoing basis regarding the status of the partnerships and evaluation of same.
- Manage and keep up an up-to-date record of partnership agreements, insurance certificates and other requirements.

SKILLS AND QUALIFICATIONS:

- Baccalaureate degree in a healthcare field and experience in chronic disease management
- Minimum of 2 years of experience in leading and supervising an interdisciplinary team of allied health professionals
- Knowledge of or experience in implementing quality improvement activities
- Commitment to and knowledge of community development and community-based healthcare delivery
- Demonstrated experience in creating and maintaining partnerships with community agencies and stakeholders
- Excellent interpersonal skills, time management, conflict management, problem-solving and decision-making skills
- Superior written, oral, and presentation skills in English
- Ability to speak a second language relevant to the communities VCHC serves is an asset
- Knowledge and experience working with Electronic Medical Records
- Proficiency and experience with data analysis and creating succinct reports using MS Office and MS Excel

Interviews will occur on rolling basis; please apply as soon as you can.

Successful candidates must undergo a Vulnerable Sector Screening reference check to the satisfaction of the Vaughan Community Health Centre. Proof of full Covid-19 vaccination (1st and 2nd dose and booster) is required.

Please send your cover letter and resume to:

Chronic Disease Program Manager Hiring Committee
c/o Vaughan Community Health Centre Head Office
9401 Jane Street, Suite 206
Vaughan, Ontario L6A 4H7

Email: vchcjobs@vaughanhc.com

Fax: (905) 303-9444

www.vaughanhc.com

While applications are preferred via email, you are welcome to apply by fax, mail or in person.

Accommodations during the recruitment, selection, and interview processes will be provided in accordance with the Ontario Human Rights Code if needed. If you need accommodation during the hiring process, please call us at (905) 303-8490 ext.2631 to provide your contact information and a member from the hiring Committee will contact you.

Vaughan Community Health Centre is an equal opportunity employer and encourages resumes from people who are reflective of the diverse communities we serve. We are committed to excellence and hire based on merit.

We thank all candidates in advance for their interest, however, only those selected for an interview will be contacted.