

**Manager, Quality and Programs**  
**Part-time Permanent (3 days per week)**

*Posted July 2021*

The Upper Grand Family Health Team (UGFHT) offers the opportunity to join an innovative, community-based primary health care team serving the Arthur, Fergus, and Elora areas. We are looking for a talented team player to join us as we continue to provide a model of excellence in rural primary health care.

Position summary

The *Manager, Quality and Programs* is responsible for program design, implementation, and evaluation of programming at the FHT and for advancing our strategic principle of continuous quality improvement within the organization. The successful candidate will report directly to the Executive Director and be tasked with leading committees, working collaboratively with clinical staff to establish goals and benchmarks, implementing the objectives and operational and business plans approved by the Executive Director, Lead Physician and/or Board of Directors, compiling statistical reports, and promoting awareness of FHT programs and services among our community and physician partners.

Requirements

- Post-secondary education in health, social sciences or related discipline; Master's degree preferred
- Demonstrated excellence in interpersonal, communication, team building, problem solving and coaching skills
- Management/supervisory experience in a healthcare setting
- Experience in program development, implementation, monitoring and evaluation
- Knowledge of quality improvement principles and techniques
- Ability to translate overall program goals and objectives into meaningful indicators of success
- Prior experience conducting population health assessments and developing program plans that meet community needs
- Excellent leadership skills, with a proven ability to foster a collaborative team and patient-centered approach to decision making
- Strong change management skills
- Excellent analytical, organization and decision making skills
- Self-directed and highly motivated
- Ability to multi-task, prioritize and manage time effectively in a fast-paced environment
- Valid Ontario Drivers' License and access to own reliable vehicle

Responsibilities

- Provide leadership in the development and implementation of program planning, projects and improvement cycles
- Collaborate with FHT clinicians, physicians and community members to develop programs that meet the needs of our local population
- Support the selection of outcome measures that effectively evaluate programs and move the organization towards providing a better patient experience
- Generate regular reports demonstrating statistical trends and analysis of local FHT and regional programs
- Evaluate FHT programs and look for opportunities for continuous improvement
- Lead quality improvement initiatives within the FHT and collaborate with system partners to move forward regional priorities
- Occasional after-hours support as required

### Skills and Abilities

- Time management abilities to effectively set priorities and complete tasks within agreed upon timeframes
- Strong analytical skills with the ability to take complex data and translate into meaningful information to support program planning and evaluation
- Ability to keep confidential all information regarding patients, health care providers, employees, business operations and clinic/team functioning
- Organizational ability to prioritize a wide range of job activities with accuracy and speed
- Communication skills which reflect the ability to work well in a team environment while maintaining respect and attentiveness to patients and fellow team members
- Problem solving skills to identify and effectively solve problems and to help patients and team members solve problems
- Ability to develop effective and comprehensive reports and presentations for various audiences, including community members, clinicians, leadership and governors
- Experience with project management and process improvement within healthcare settings

Interested candidates should submit a cover letter and résumé to:

*Cohl Johnston, HR Manager*  
Upper Grand Family Health Team  
Trailside Medical 107-6420 Beatty Line N, Fergus ON N1M 2W3  
[careers@uppergrandfht.org](mailto:careers@uppergrandfht.org)  
Fax: (519) 843-7386

*The UGFHT is committed to providing a barrier-free environment for all our clients/customers, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005), and its associated standards and regulations. Accommodation will be provided in all parts of the hiring process as required under The UGFHT's Employment Accommodation policy. Applicants with needs that require accommodation are encouraged to contact our Administrative Assistant at (519) 843-3947 extension 100.*

**We thank all applicants for their interest, however only those candidates selected for interviews will be contacted.**