

**Manager, Quality and Programs**  
**Permanent 0.6 FTE – 1.0 FTE (22.5-37.5 hours per week)**

The Upper Grand Family Health Team (UGFHT) offers the opportunity to join an innovative, community-based primary health care team serving the Arthur, Fergus, Elora and surrounding 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 both the support of existing and new programs and the quality improvement and strategy at Upper Grand Family Health Team. The programs component of the role is responsible for program design, implementation, support, evaluation and reporting on programming at the FHT. The quality component of the role is responsible for advancing our strategic principle of continuous quality improvement within the organization through data, culture of improvement, quality projects and reporting. 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 and working with community partners including the Guelph Wellington OHT.

Role requirements:

- Post-secondary education in health, social sciences or related discipline; Master's degree preferred
- Experience in quality improvement principles and techniques, with education or certification preferred
- Experience in program development, implementation, monitoring and evaluation
- Experience with project management and process improvement within healthcare settings
- Demonstrated excellence in interpersonal, communication, team building, problem solving and coaching skills
- Demonstrated leadership skills, with a proven ability to foster a collaborative team and patient-centered approach to decision making and change management.
- Organizational ability to set and manage priorities and a wide range of job activities with accuracy and speed
- Strong analytical skills with the ability to take complex data and translate into meaningful information to support program planning and evaluation
  - Software (Excel proficiency required, Power Bi experience is preferred)
- Ability to develop effective and comprehensive reports and presentations for various audiences, including community members, community partners, clinicians, leadership and governors.
- Ability to translate overall program goals and objectives into meaningful indicators of success
- Demonstrated ability to be self-directed and highly motivated
- Valid Ontario Drivers' License and access to own reliable vehicle

Responsibilities

- Manager of Programs:
  - Support existing programs at the Upper Grand Family Health team in collaboration with the Executive director, admin team and clinician/team leadership.
  - Supporting the improvement of processes for programs to help them operate efficiently, effectively and to meet established targets.

- Collaborate with FHT leadership, clinicians, physicians and community members to develop new programs that meet the needs of our local population
- Support the selection and adoption of outcome measures and processes that effectively evaluate programs and move the organization towards providing a better patient experience
- Evaluate FHT programs and look for opportunities for continuous improvement
- Generate regular reports demonstrating statistical trends and analysis of local FHT and regional programs
  
- Quality Leadership:
  - Lead the UGFHT QI committee including regular meetings to support the Quality cycle at UGFHT and project support by committee members between meetings.
  - Responsible for the development, submission, and progress reporting of the UGFHT Quality Improvement Plan.
  - Provide leadership in the development of projects and improvement cycles.
  - Lead quality improvement initiatives within the FHT and collaborate with system partners to move forward regional priorities.
  - Participate in GW Ontario Health Team Quality and Data initiatives as determined by the Executive Director.
  
- Occasional after-hours support as required

Interested candidates should submit a cover letter and résumé by **January 10, 2024** to:

*Nicole Bird, Manager of Human Resources & Administration*  
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 Upper Grand Family Health Team (UGFHT) is an equal opportunity employer and supports diversity, equity and a workplace free from harassment and discrimination. We encourage applications from all qualified candidates, including women, visible minorities, indigenous peoples and persons with a disability.*

*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 Manager, Human Resources & Administration at (519) 843-3947 extension 100 or [careers@uppergrandfht.org](mailto:careers@uppergrandfht.org)*

***We appreciate the interest of all applicants, however, only those selected for an interview will be contacted.***