



Job Posting: Health Programs Manager

Umbrella Multicultural Health Cooperative is a member-driven, not-for-profit community health Centre (CHC). Umbrella Coop members are people who face language and cultural barriers to accessing health care. Our mission is to provide practical access to affordable and holistic health care services that are appropriate in culture and language for those without access to health security.

We work with a Cross-Cultural Health Broker (CCHB) Model. CCHBs are multicultural, multilingual healthcare workers who facilitate cross-cultural communication between patients, service providers and health and social service systems.

Summary of the Position

Under the supervision of the Executive Director, the Health Programs Manager ensures collaboration between the clinical and non-clinical programs and oversees the day-to-day operations of the primary healthcare services, fostering an interdisciplinary team-based environment and assuring high-quality and equitable services for cultural communities. The Manager works closely with the Clinical Lead.

The Manager oversees the non-clinical healthcare programming and is responsible for program planning, implementation, monitoring, and maximizing resources. The Manager develops and maintains systems for trauma-informed and team-based care practices to support culturally safe patient-centred care and strengthens internal communication pathways amongst the interdisciplinary team members to optimize their scope of practice.

The Manager develops and maintains a health and settlement sector stakeholders' network to ensure cross-referral solid pathways that optimize sector resources. The role demonstrates strong leadership that promotes Umbrella Co-op's mission and vision, protects privacy and confidentiality, and creates culturally inclusive and safe spaces for staff, patients, families, and communities.

Duties and responsibilities

1. Human Resources
 - Responsible for the program's human resources needs
 - Coordinates staff hiring, onboarding, performance management, and goal setting
 - Provides direct support and supervision to staff (CCHBs, MOAs, Coordinators)
 - Supports staff engagement, manages staff schedule
 - Supervises and supports casual contractors, and summer and practicum students

2. Team-Based Care
 - In partnership with the Clinical Lead, the Manager facilitates and supports an interdisciplinary, patient-centred, team-based environment that optimizes the scope of practice for all team members
 - Coordinates effective and efficient delivery of wrap-around clinical and non-clinical services that support patients' and families' health and wellbeing
 - Develops, implements, and monitors systems and procedures
 - Works with consultants to establish effective and efficient team-based care processes such as communication pathways, EMR integration, clinic workflow, roles and scopes, etc.
3. Leadership
 - Supports the growth and development of the CCHB model in primary care and provides advocacy and recognition of the role in the health care system
 - Develops and maintains collaborative community partnerships to strengthen cross-referral networks and optimize sector resources
 - Leads ongoing community engagement to ensure appropriate, accessible, and relevant service delivery
 - Actively participates in program and staff organizational meetings
4. Day-to-Day Operations of the Health Programs
 - Manages risks and urgent issues as they arise (i.e., patient feedback), and takes timely, safe and culturally appropriate measures to address them, mitigating large impacts
 - Oversees program development and initiating innovative approaches that support patients' and families' access to equitable and culturally appropriate healthcare services
5. Administration
 - Oversees that clinic billing is processed timely and effectively
 - Monitors program and projects' budget
 - Executes reports that meet internal and funder requirements and implements quality improvement initiatives
 - Responsible for procurement and maintenance of clinic equipment
 - Supports grant writing activities
 - Oversees clinic related IT and electronic medical records (EMR) functions
 - Responsible for maximizing the use of OSCAR-EMR
 - Organizes and delivers EMR training
 - Liaises with IT Support Specialist and third-party IT service providers

Qualifications

Required Skills and Education:

- Degree in health sciences, social sciences or related field and/or five years of related experience, plus three years of management and leadership experience, or an equivalent combination of education, training, and experience or other qualifications determined to be reasonable and relevant to the level of work
- Demonstrated understanding of health equity, patient-centred care, trauma-informed, culturally sensitive, and team-based care practice
- Demonstrated ability to build trust with all stakeholders
- Demonstrated ability to foster a collaborative, supportive, and safe working environment

- Demonstrated ability to mentor and inspire team-members
- Demonstrated ability to create and implement efficient and effective systems
- Demonstrated ability to communicate clearly and concisely, both orally and in writing, to a broad range of audiences
- Proficiency in using MS Office, MacOS and other digital communication platforms
- Ability to write grants and produce reports
- Ability for time management, prioritization, and organization
- Ability to take the initiative, problem-solve and make decisions within the scope of the position
- Ability to work independently and meet tight deadlines
- Demonstrated ability to work collaboratively to implement organizational strategy
- Demonstrated ability to manage risk and maintain confidentiality

Preferred skills

- Familiarity working with Electronic Medical Records (OSCAR preferred)
- Experience working in a culturally diverse community-based setting
- Experience working with diverse newcomer communities
- Knowledge and skills for creating safe and inclusive spaces through anti-oppressive and decolonizing perspectives

JOB TYPE: Permanent position with a six months probation period, 32 hours per week, with the possibility of transitioning to a full-time role.

WAGE AND BENEFITS: \$55,000 to \$60,000/year depending on experience, plus a full range of benefits including:

- Paid vacation starts at 4 weeks/yr up to 6 weeks/yr
- Paid sick leave
- Extended health and dental benefits
- Employee assistant program
- Health spending account
- Group retirement savings plan

EXPECTED START DATE: As soon as possible. Posting will be published on our website until the position is filled.

APPLICATION INSTRUCTIONS: Please submit a one-page cover letter and your resume, all in one document, with the title: “[InsertYourName]. Programs Manager” to Zarghoona Wakil, at zwakil@umbrellacoop.ca

For more information, please visit our website at www.umbrellacoop.ca

We kindly thank you in advance for your interest and application; however, only selected candidates will be contacted for an interview.