

*This is a rare opportunity to make a difference in the lives of people experiencing homelessness and precarious housing in Toronto.*

**DIRECTOR OF OPERATIONS**

Inner City Health Associates (ICHA), a group of more than 80 physicians working in over 44 shelters and drop-ins providing primary, mental health and palliative care is currently seeking a Director of Operations to join their Leadership Team.

The position’s primary purpose is providing effective and efficient administration of core functions and systems including Human Resources, Finance, Planning, Information Systems, Government and Funder Relations and Community and Stakeholder Liaison.

Reporting to the Board of Directors, and working in concert with the Medical Director, the Director of Operations is responsible for implementing the strategic directions in relation to the delivery of support services, in an effective and efficient manner, and for maintaining and advancing the effective and efficient operations of ICHA.

Specifically the position is responsible for:

Strategic Direction

* Providing effective organizational leadership with the support of the Medical Director
* Supporting the Board in meeting their roles and responsibilities, including the preparation and submission of relevant reports and statements
* Developing and ensuring the implementation of a strategic plan for the organization that is aligned with ICHA’s mission and values and the requirements of ICHA’s Alternate Payment Plan (APP).
* Assisting the Medical Director to ensure the effective implementation of strategic priorities which relate to the delivery of medical services and promoting continued growth in academic relations with the University of Toronto
* Establishing and continuing strong linkages with other hospital, government and community stakeholders to facilitate system level improvements in homeless healthcare provision

Resource and operational management

* Preparing an annual report and coordinating the preparation of annual plans and any submissions to the Ministry of Health and Long-Term Care (MOHLTC), other levels of government and the LHINs
* Hiring and managing of direct reports
* Ongoing performance measurement and risk management
* Overseeing the APP and overall fiscal stability of the organization
* Authorizing contracts and signing cheques on behalf of the Corporation in accordance with Board policies

Representation and Advocacy

* Representing ICHA to the MOHLTC, Ontario Medical Association, City of Toronto, Local Health Integration Networks, ICHA clinical sites and other committees & task groups as necessary
* Advocating for the mission and mandate of the organization and the homeless community served by ICHA
* Establishing a strong presence in the community and enhancing ICHA’s profile
* Developing collaborative partnerships and initiatives with community stakeholders to effectively address the needs of homeless individuals and groups.

Education, Teaching and Research

* Supporting the Medical Director to ensure high quality intra- and inter-professional teaching and learning opportunities for health professionals and trainees at ICHA sites
* Supporting the establishment and conduct of research and quality improvement initiatives related to ICHA’s mission and at ICHA sites
* Seeking opportunities to present and promote the work of ICHA at relevant local, national and international conferences.

Leadership

* Providing clear and decisive leadership to ICHA physicians and staff that is inclusive, engaging and collaborative, that attracts supports and that develops top talent and encourages a culture of teamwork
* With the Medical Director, maintaining a positive work culture that embraces creativity, innovation and contributes to staff engagement.
* Earning and maintaining respect of staff, stakeholders and the Board

Qualifications:

* Master of Health Administration (MHA) or equivalent (e.g. MHSc, MPHA, MSW, MPA etc.)
* Demonstrated leadership skills
* Exemplary communication and interpersonal skills
* Proven organizational and management skills
* Demonstrated success in building partnerships and achieving consensus with multiple stakeholders
* Experience managing government relations; negotiating and administering contracts
* Demonstrated success in resolving complex and at times contentious issues.
* Past leadership roles with populations served by ICHA will be considered as assets
* Experience in working with marginalized populations is strongly preferred

Remuneration:

This position is remunerated on a full-time employment basis. Remuneration will be commensurate with experience, and the appropriate salary range will be determined based on a study of equivalent positions elsewhere in Toronto, Ontario, and Canada.

If you are interested in the position please reply in confidence no later than **Tuesday May 29, 2018**:

Attention: Director of Operations Selection Committee

Inner City Health Associates

Email: ravesteina@smh.ca

*Inner City Health Associates is committed to fostering an inclusive, accessible environment, where all employees and clients feel valued, respected and supported. We are dedicated to building a workforce that reflects the diversity of the communities in which we live and serve. If you require an accommodation for the recruitment/interview process (including alternate formats of materials, or accessible meeting rooms or other accommodation), please let us know and we will work with you to meet your needs*