

## JOB POSTING

**Position:** Program Manager  
**Status:** Part-time, Six Month Contract (extension to be determined)  
**Locations:** 366 Main St. North, Brampton ON

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Queen Square Family Health Team provides interdisciplinary primary care to its local community through the delivery of high quality, patient-centred care that is accessible and effective. We offer a wide range of programs and services including diabetes management, senior's wellness, palliative care support, maternal health and mental health. Working alongside our physicians of Queen Square Doctors, who serve over 30,000 patients.

We are seeking support for an experienced Program Manager to work with our interdisciplinary team and physician leads to further develop programs to support our patients to thrive at home or in the community. This role will report to the Executive Director and is slated as a part-time contract for six months (ending March 31, 2020) with the possibility for extension. The specific hours of the assignment can be negotiated.

### Responsibilities

- Work collaboratively with the clinical team and physician leaders to develop new programs and/or improve existing programs that support the best interdisciplinary primary care for our patients and their families
- Utilize your experience in program development to establish program logic models including clear objectives and goals and associated performance measures and outcome metrics
- Support and utilize patient partnering practices for program development justification
- Working with the Quality Improvement and Decision Support Specialist, report to the Executive Director on the outputs and outcomes of implemented programs
- Assist with developing medium-term and long-term organization goals
- Assist with conducting environmental analysis to advance program development
- Support the development and updating of clinical and operational policies and procedures, including medical directives
- Supports the operationalization of the strategic goals
- Perform other related duties as assigned by the Executive Director

As a member of the Queen Square Family Health Team you will:

- Work with community and hospital partners to strengthen Queen Square's program and advance patient care services
- Contribute to program planning, implementation and evaluation
- Identify and be involved in quality improvement activities, including the collection of data for measurement, reporting and evaluation
- Participate in team building and team meetings
- Support and contribute to a healthy work place that embraces lifelong learning, diversity, clinical teamwork, privacy, and adherence to professional standards of practice

**Qualifications**

- Master's degree in health administration, business administration or related field. A Bachelor's Degree with appropriate experience may also suffice.
- At least five years experience developing patient care programs
- Knowledge of Ontario health care system and primary care
- Experience with quality improvement
- Experience working as part of an interdisciplinary clinical team
- Committed to Family Health Team Vision
- Comfortable with electronic documentation and use of technology in the workplace

**Skills**

- Excellent written and oral communication skills
- Ability to handle a variety of concurrent assignments and to work independently
- Excellent interpersonal and conflict resolution skills
- See value and able to work effectively as a collaborative team member
- Demonstrated leadership skills, critical thinking and is proactive in their work
- Exceptional organizational and time management skills

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Qualified candidates are invited to submit a cover letter and resume to [careers@queensquarefht.ca](mailto:careers@queensquarefht.ca)

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