

Candidate Brief

Executive Director

CANES Family Health Team



Family Health Team

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Organizational Profile

CANES Family Health Team (FHT) was founded four years ago to serve the residents of Etobicoke, Malton and northeast Mississauga.

CANES FHT has grown and evolved into its own organization with a dedicated Board of Directors comprising physicians and community members. The FHT has a committed team of family physicians, a nurse practitioner, registered nurse, social worker, registered dietitian and pharmacist, and administrative professionals. The FHT cultivates and sustains strong partnerships with our patients and community and works hard to ensure that programs and services are effective, respectful, and embrace the diversity of the people we serve.

The next few years will present exciting challenges for CANES FHT as we develop new ways to work together as a Board and team to enhance and sustain the programs and services we provide. We will also embark on a capital project to acquire and design expansion space.

We are searching for a new executive director to provide leadership, guidance and support to our FHT and help us fulfill our vision to provide comprehensive patient and family-centered health care, to reduce wait times, enhance service coordination, to establish links to community services, and to improve access to specialized care closer to home.

The Role

Accountable to the Board of Directors and working collaboratively with the Lead Physician, the Executive Director is responsible for strategic leadership, program oversight, planning, team development, and financial and human resource management of the FHT.

The Executive Director's key responsibilities are:

Executive Functions

Strategic Planning and Implementation

- Assists the Board to develop and implement the strategic plan that fulfills the mission and mandate of the FHT. The strategic plan guides the development of programs and services and the on-going operation of the FHT.
- Translates the Board's goals, objectives and strategic directions into operational plans and activities annually.
- Develops appropriate performance indicators and reports to track progress of the strategic plan and reports these to the Board.

Human Resources

- Determines the organizational structure of the FHT (number and type of roles) within the staff complement determined by the Ministry of Health and Long-Term Care.
- Develops, implements and maintains effective strategies and programs for staff orientation, recruitment, retention, performance management, development and training, and succession planning to ensure maximum productivity and service continuity.
- Determines training and development needs of staff based on current and emerging competency requirements, and allocates resources appropriately (including coaching and mentorship programs).
- Conducts performance reviews and provides on-going performance feedback and coaching to direct reports.

Finance

- Ensures the development and implementation of a sound financial management plan, which balances service delivery and funding requirements. This will include preparation of the business plan and annual budget, the control of expenditures within the approved budget, provision of financial reports and other statements to the Board of Directors and the Ministry of Health and Long-Term Care, and compliance with audit recommended actions.
- Develops, implements and maintains an effective process for facilities management, purchasing and information management systems.

- Develops, implements and maintains effective internal control and due diligence processes to manage risk. (e.g. business continuity planning, insurance, regulatory obligations, etc.)

Community Relationships

- Builds collaborative working relationships with stakeholders, including hospitals, Ministry of Health and Long-Term Care, LHIN, CCAC, community agencies, other FHTs, local government and provincial agencies.
- Represents the FHT on various committees and networks at the local, regional, and provincial levels to address evolving infrastructure needs in primary care.
- Identifies and creates opportunities for new partnerships in the public and private sector that benefit the FHT.
- Develops, implements and maintains an effective communication and public relations strategy to provide information and promote services and the positive value of the FHT.

Programs and Services Development

- Develops and implements plans to continuously improve programs and service delivery.
- Ensures that appropriate systems are in place to enhance service provision and protect patient confidentiality.
- Reviews and approves all short-term and long-term IT infrastructure plans and improvements for the FHT related to capital investments and operational needs (e.g. Website, EMR, Patient Registries, Self Management, linkages to labs and hospitals). Secures Board approval as required.
- Ensures that appropriate quality assurance systems are in place to measure and monitor the quality of the FHT's activities, including patient satisfaction and compliance with standards.
- Ensures required program delivery reports for the Ministry of Health and Long-Term Care are accurate, outcome-based, and submitted on time.
- Participates in research activities aimed at innovative approaches to care, database development and practice-based initiatives as directed by the Board.

The Candidate

CANES FHT is seeking an Executive Director with a passion and commitment to the Family Health Team model of primary care. As Executive Director, you are accountable to the Board of Directors and responsible for managing and directing the operations, programs and activities of the FHT. You will establish and foster positive relationships with funders and other stakeholders and maintain strong community relationships. Your work will reflect the FHT's commitment to our patients, our funder and the communities we serve.

You will inspire and motivate others to succeed and help to build competent and empowered staff teams. You will demonstrate a commitment to diversity and create a culture of learning and personal growth. You will exercise sound financial oversight through budgeting and operational planning, and will champion the organization's strategic priorities. You will set out clear and fair human resource policies, develop and monitor quality programs, implement sound financial management practices, and establish effective management information systems.

You are a confident, capable leader who is highly independent and enjoys the daily challenge of juggling multiple priorities. You are an organized, decisive and thoughtful person who thrives in a team environment.

You have 5 years of management experience in a health or human services organization with preference given to experience in a primary care organization. You have experience leading staff teams and reporting to a volunteer Board of Directors.

The salary for this position is \$77,300 plus a comprehensive benefit package.

Location

CANES FHT IS located at the corner of Rexdale Blvd. and Queens Plate Drive in Etobicoke.

The address for **CANES FHT** is:
135 Queens Plate Drive
Etobicoke ON M9W 6Z7

How to Apply

CANES FHT has engaged Sue Davey from The Osborne Group to recruit for this position. To apply, please e-mail Sue at sdavey@osborne-group.com prior to April 15, 2015. We appreciate your interest in our organization. Only those candidates selected for interview will be contacted.