

## JOB DESCRIPTION

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<b>Job Title:</b>	<b>Executive Director</b>
<b>Department:</b>	<b>Administration</b>
<b>Category:</b>	<b>Non-Union</b>
<b>Classification:</b>	<b>Management, Level</b>
<b>Reports to :</b>	<b>Board of Directors</b>
<b>Supervises:</b>	<b>Site Administrator and FHT Staff</b>

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### A. POSITION SUMMARY

The Executive Director is responsible for providing overall management leadership to the service delivery, human resources, financial and information components of the South East Toronto Family Health Team. The Executive Director is also a resource to the Board of Directors.

### B. DUTIES AND RESPONSIBILITIES

The major responsibilities of the Executive Director comprise the following:

#### **1.0 Resource to the Board of Directors**

- (i) Report to the Board of Directors on the progress of the organization in achieving stated outcomes by providing a written and verbal report at board meetings and at the Annual General Meeting.
- (ii) Assist the board and its committees through the provision of reliable and timely information.
- (iii) Prepare background information as required by the Board of Directors on issues related to strategic planning, formulating/revising board policy, monitoring performance and ensuring financial stability/ sustainability.
- (iv) Inform the Board of Directors of local, provincial and federal government policies and/or family health care trends that affect the overall operation and performance of the organization
- (v) Facilitate the planning and organization of meetings.
- (vi) Prepare and distribute minutes and reports following board meetings in preparation for the next meeting.
- (vii) Submit annual changes in board membership and/or bylaws to appropriate government organizations.

## **2.0 Compliance with Legislation and Policy Requirements**

- (i) Identify relevant requirements in legislation and regulations that pertain to the Family Health Team and ensure compliance.
- (ii) Ensure that operational policies and procedures are in place to respond to the requirements specified in legislation and regulations.
- (iii) Inform the Board of Directors of the outcomes of any regulatory processes applicable to the organization.

## **3.0 Risk Management**

- (i) Ensure and maintain appropriate insurance policies and coverage.
- (ii) Inform the Board of Directors of situations that could potentially create liabilities for the organization.
- (iii) Develop and implement a risk management policy and plan.

## **4.0 Operational Management**

- (i) Develop and implement an annual operational management plan that supports the strategic directions for the organization as stated by the Board of Directors.
- (ii) Oversee and direct the day-to-day operations of the Family Health Team in accordance with established legislation and operational policies and procedures.
- (iii) Ensure that all operational policies and procedures manuals are complete and up to date and that all staff have proper orientation and training in this area.
- (iv) Develop, implement and monitor an organizational design that enables the organization to achieve its mission, mandate and strategic directions.
- (v) Chair staff team meetings.
- (vi) Develop and recommend a management succession plan.

## **5.0 Management Priorities and Outcomes**

- (i) In consultation with the various stakeholders of the organization, determine the priorities and outcomes for the service delivery, finance, human resources and information components of the organization.
- (ii) Monitor and evaluate the results achieved against specified outcomes (as they are determined) in the areas of service delivery, finance, human resources, information and operations.
- (iii) Identify variances from established outcomes and ensure that corrective action is taken.

## **6.0 Service Delivery Management**

- (i) Ensure that programs and services reflect the mission and values of the organization.
- (ii) Define goals and objectives for the programs of the organization, and facilitate the successful completion of goals and objectives to ensure success.
- (iii) Evaluate programs regularly to ensure that they meet quality standards of the organization.

- (iv) Work in a collegial relationship with the core team of the Department of Family Practice, health systems, departments at Toronto East General Hospital and community groups/agencies, including community care access centres, public health centres and community health centres, regarding family health care issues.
- (v) Raise the profile and increase knowledge of the Family Health Team at Toronto East General Hospital, through internal and external sources.

## **7.0 Human Resources Management**

- (i) Analyze and design organizational structure and job functions and set performance standards.
- (ii) Provide supervision to the directly supervised staff.
- (iii) Provide professional guidance to directly supervised staff in the resolution of concerns and problems.
- (iv) Provide a positive, fair and learning environment within the organization.
- (v) Review and revise job descriptions to reflect responsibilities, authority and accountability.
- (vi) Ensure that the appropriate staff recruitment and selection processes are implemented.
- (vii) Ensure that all staff have orientation and training to carry out their responsibilities.
- (viii) Ensure that confidential employee files are maintained with up-to-date information.
- (ix) Conduct probationary and annual job performance evaluations of directly supervised staff.
- (x) Respond to staff complaints in an effective and timely manner.
- (xi) Research specific needs and develop an annual staff training plan.
- (xii) Encourage and promote active participation of staff at all levels in planning, policy development and operations.
- (xiii) Implement disciplinary action for directly supervised staff according to the policies and procedures of the organization.
- (xiv) Terminate staff when required.

## **8.0 Financial Management**

- (i) Direct the preparation of annual budgets for programs and submit these for approval by the Board of Directors in accordance with legislative requirements and regulations of the funder.
- (ii) Authorize funding expenditures within the approved budget.
- (iii) Monitor the financial stability and viability of the organization and identify any variances/issues to the Board of Directors on a quarterly basis.
- (iv) Monitor and control expenditures to ensure fiscal viability without compromising fundamental mandates.

## **9.0 Information Management**

- (i) Ensure that all components of the information management system (hardware, software and people) work cohesively towards the achievement of the information needs of the organization.

- (ii) Monitor the quality and overall accuracy of the information systems.
- (iii) Plan and recommend areas of growth with respect to the information management system.

### **10.0 Physical Facilities Management**

- (i) Manage any owned and leased facilities contracts.
- (ii) Ensure that appropriate and safe working conditions exist to enable staff to carry out their duties.

### **11.0 Communications Management**

- (i) Act as the primary spokesperson for the organization in dealing directly with the media as per board policy and maintain a sound working relationship with the media using every opportunity afforded to bring the services programs offered by the agency to the public's attention in a positive and proactive manner.
- (ii) Maintain regular communications with staff.

### **12.0 Representation of the Organization**

- (i) Represent the organization in meetings with governments, community partner organizations and provincial associations and provide any other representation that may be required from time to time.
- (ii) Participate in family health care collaborative initiatives and coordination activities designed to improve the responsiveness of the health care system.

### **13.0 Professional Development**

- (i) Complete a performance self-evaluation on an annual basis, or more frequently if requested by the Board of Directors.
- (ii) Participate in a performance evaluation process and follow up on any stated actions and/or goals.
- (iii) Attend professional development opportunities recommended by the Board of Directors to enhance overall management knowledge and/or performance.

## **C. AUTHORITY**

The Board of Directors delegates authority to the Executive Director to:

- (i) Manage the organization.
- (ii) Manage the resources of the organization in an effective and efficient manner.
- (iii) Interpret and implement the policies of the organization.

## **D. ACCOUNTABILITY**

The Executive Director is accountable to the Board of Directors for the following:

- (i) Exercising leadership and developing an organization that is capable of adapting to the changing needs of the patients served by the organization.
- (ii) Ensuring that legislation, regulations, policies and procedures are not violated.

- (iii) Ensuring that programs and services are delivered within the approved budget and that resources are allocated wisely.
- (iv) Ensuring that the staff of the organization have the proper support, supervision, orientation and training to carry out their responsibilities.
- (v) Ensuring a safe, healthy and productive work environment.
- (vi) Maintaining a harmonious working relationship with staff.
- (vii) Providing reliable and timely information to support the decision-making processes of the organization.
- (viii) Developing and maintaining positive working relationships with health care and community organizations and governments.
- (ix) Ensuring that the organization is perceived by the community in a positive manner.
- (x) Minimizing the financial and legal liabilities of the organization.

## **E. QUALIFICATIONS**

The minimum qualifications for the Executive Director position are as follows:

### **1.0 Educational Requirements**

- (i) Master's Degree in a related field.

### **2.0 Knowledge and Skill Requirements**

- (i) Five years or more of management experience.
- (ii) Experience in the field of family health care.
- (iii) Experience in working with a non-profit Board of Directors.
- (iv) Knowledge of relevant legislation.
- (v) Knowledge and skill to provide professional expertise and guidance to staff.
- (vi) Excellent written and verbal communication skills.
- (vii) Effective and well-developed interpersonal skills.
- (viii) Requisite computer literacy level to manage the organization.
- (ix) Experience in program planning, development and evaluation.
- (x) Confident and consistent decision-making skills.
- (xi) Resourcefulness and flexibility to meet the needs of the organization and the demands of the position.
- (xii) Ability to work independently and as a team member to achieve outcomes and meet deadlines.
- (xiii) Ability to balance demands and priorities and to manage effectively.

### **3.0 Competencies and Judgment**

Demonstrated competence and good judgment to:

- (i) Handle emergencies, crises and hostile behaviour.
- (ii) Maintain control in difficult and frustrating situations.
- (iii) Use professional judgment on a daily basis within guidelines established by provincial legislation and within established policies and procedures.
- (iv) Provide support and supervision to directly supervised staff.
- (v) Accommodate competing demands.
- (vi) Communicate orally and in writing to physicians, staff, community agencies and the public.
- (vii) Make effective group presentations.
- (viii) Maintain confidentiality.

### **F. MAJOR CONTACTS**

The Executive Director will maintain regular contact with the following:

- (i) Board of Directors
- (ii) Lead Physician
- (iii) Directly supervised staff
- (iv) Family Health Team Physicians
- (v) Ministry of Health and Long-Term Care

### **G. WORKING CONDITIONS**

The working conditions for the Executive Director are as follows:

- (i) Work is generally performed in office and community settings.
- (ii) Work hours are flexible.
- (iii) Work involves regular driving assignments. Some overnight travel is required.

### **H. EMPLOYMENT CONDITIONS**

Specific employment conditions of the Executive Director are specified in an employment contract with the Board of Directors and include the following:

- (i) Valid Ontario Driver's Licence and reliable transportation.
- (ii) Criminal Reference Check.

### **I. SALARY LEVEL: \$90,000 TO \$102,500**