

Primary Healthcare Manager
Site: 9401 Jane St., Suite 206, Vaughan ON L6A 4H7
Leave Contract, starting in September 2026
Full-time (35 hours per week)
\$87,221 - \$94,917 + HOOPP

We offer a competitive benefits package: 3 weeks' paid vacation; paid sick time; and flexible work hours.

We are a proud participant of the Healthcare of Ontario Pension Plan (HOOPP), Canada's largest and most respected pension plan that provides a secure monthly income at retirement.

BACKGROUND

The Vaughan Community Health Centre (VCHC) is a not-for-profit, community-governed organization providing primary health care, social services, and illness prevention programs primarily to the residents of the Western and Northern York Region. We serve people experiencing barriers to accessing health care services due to culture, language, age, chronic illness, or the like. We are committed to providing services with and for local Indigenous, Black, racialized and other disadvantaged communities.

POSITION SUMMARY

As a member of the Leadership Team, the Primary Healthcare Manager (PHM) works within the Centre's mission and strategic directions to lead and manage the day-to-day administrative needs of VCHC's Primary Care Team at the Vaughan site.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

Team Management

- Ensure newly hired providers receive the necessary onboarding and training.
- Lead the expanded Primary Care Team in providing client-centred primary care to clients and their families and considering risk factors (environmental, social, psychological and medical) that impact the quality of life for clients and their families.
- Support the Primary Care Team to work to their full scope of practice and develop responsive interventions for clients and community.

- Review and reconcile invoices for non-insured client services received (i.e. specialist, diagnostic, etc.) and monitor non-insured client budget.
- Communicate with external specialists/administrators to address arising challenges pertaining to payment for non-insured primary healthcare clients.
- Provide ongoing feedback on work performance through quarterly supervision meetings and conducting performance appraisals.
- Monitor the progress of team workplan and ensure panel size and key performance indicators identified by the organization and funder are met.
- Contribute to reporting of key performance indicators including the quality improvement plan, client experience and health outcome measures.
- Monitor and establish capacity volumes for primary care providers to maximize attachment.
- Address client complaints and health and safety issues in a timely manner.
- Coordinate and approve team members' work schedules, authorize timesheets, time off and professional development requests.
- Monitor the Primary Care Team budget, including request for supplies, subscriptions and reimbursement for mileage/staff expenses, etc. as per VCHC guidelines and policies.
- Liaise with IT, EMR and Data Management vendors to ensure smooth operations of digital tools for primary care team.
- Chair the Primary Care Team meetings and support the team in addressing arising issues, including workflow processes, client complaints, requests from new, returning or existing primary healthcare clients, etc.
- Collaborate with supervisors to enhance interprofessional collaboration between the Primary Care Team, Medical Secretaries and other health care providers.
- Prepare for and maintain accreditation standard requirements related to primary care.

Quality Improvement and Research

- In collaboration with the Director, Community Health Services, lead the Primary Care Team in implementing quality improvement strategies to improve client care and promote efficient workflow processes and team functioning.
- Support and implement the collaborative Quality Improvement Plan of the Western York Region Ontario Health Team.
- Collaborate with the Director, Community Development and Partnerships, to implement research opportunities for the Primary Care Team and practicum placements for medical learners with the team.

Partnerships

- Chair the VCHC Client and Community Partner Advisory Committee.
- As needed, collaborate with the Leadership Team to build and facilitate partnerships with community-based organizations/groups to address health and social issues affecting VCHC's priority populations.
- Communicate with community partners on an ongoing basis regarding the status of the partnerships and evaluation of same.
- Manage and keep up an up-to-date record of partnership agreements, insurance certificates and other requirements.
- Represent the VCHC at relevant networks and planning tables as required.

QUALIFICATIONS AND REQUIREMENTS:

- Baccalaureate degree in the healthcare field and experience in health administration
- Three to five years of project management experience with a minimum of 2 years in a supervisory capacity
- Experience in leading and supporting an interdisciplinary team of primary care professionals
- Knowledge of and experience in implementing quality improvement activities
- Commitment to and knowledge of community development and community-based healthcare delivery
- Demonstrated experience in creating and maintaining partnerships with community agencies and stakeholders
- Excellent time management, conflict management, problem-solving and decision-making skills
- Superior written and oral communication skills in English; ability to speak a second language relevant to Western York Region area is an asset
- Knowledge and experience working with Electronic Medical Records

Interviews will occur on rolling basis; please apply as soon as you can.

Successful candidates cannot be existing clients of the Vaughan Community Health Centre.

Successful candidates will be required to:

- o Show proof of a completed a 2-step TB test and measles vaccination/immunity
- o Complete a vulnerable sector check

Please send your cover letter and resume to:

Primary Healthcare Manager Hiring Committee
c/o Vaughan Community Health Centre Head Office



9401 Jane Street, Suite 206
Vaughan, Ontario L6A 4H7

Email: vchcjobs@vaughanchc.com

Fax: (905) 303-9444

www.vaughanchc.com

While applications are preferred via email, you are welcome to apply by fax, mail or in person.

Accommodations during the recruitment, selection, and interview processes will be provided in accordance with the Ontario Human Rights Code if needed. If you need accommodation during the hiring process, please call us at (905) 303-8490 ext.2631 to provide your contact information and a member from the hiring Committee will contact you.

Vaughan Community Health Centre is an equal opportunity employer and encourages resumes from people who are reflective of the diverse communities we serve. We are committed to excellence and hire based on merit.

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