**JOB DESCRIPTION**

**Position Title:** Senior Manager, Primary Care

**Program/Location:** Community Health Centre/Lanark & Renfrew County

**Reports to:** Director, Community Health Centres

**Role Summary:** The Senior Manager, Primary Care provides strategic and operational leadership for the delivery of interprofessional primary care services across ConnectWell Community Health’s sites. Reporting to the Director of Community Health Centres, the Senior Manager, Primary Care ensures high-quality, equitable, and integrated care aligned with ConnectWell’s values and population health goals. This position plays a key role in advancing health equity, clinical excellence, and team cohesion in a multi-site, community-based primary care setting. All employees at ConnectWell are expected to embody the organization's values and perform the duties per the competencies required for this position.

**POSITION REQUIREMENTS**

1. **Education**

* Master’s degree in Nursing, Public Health, Health Administration, or related clinical or health leadership field (or equivalent combination of education and experience).
* Current professional registration with a relevant Ontario regulatory body (e.g., RN, NP, SW, PT) is considered an asset.

1. **Professional Experience**

* Minimum 8 years of progressive leadership experience in a community-based, primary care or interdisciplinary health environment.
* A minimum of 3 years of proven experience leading clinical teams and managing interprofessional models of care.
* Demonstrated understanding of Ontario’s health system, clinical practice standards, and health equity frameworks.
* Familiarity with clinical governance, quality improvement, and change management principles.

1. **Key Competencies**

* Clinical *Leadership:* Ability to support evidence-based practice and team-based models of care.
* Operational *Management:* Experience overseeing complex clinical workflows and performance targets.
* *People Leadership:* Proven ability to coach and support managers and frontline staff across disciplines.
* *Health Equity & Inclusion:* Commitment to trauma-informed, culturally safe, and anti-oppressive practices.
* Strategic *Thinking*: Ability to implement strategic priorities and collaborate across systems.
* Communication*:* Strong interpersonal and negotiation skills across clinical and administrative settings.
* *Analytical Thinking:* Skilled at interpreting clinical data and patient feedback to guide improvements.

1. **Work Conditions**

* Combination of remote and in-person work, with regular travel across ConnectWell sites.
* Standard weekday schedule with occasional evening or weekend meetings.
* Extended periods of computer use and virtual meetings.

**POSITION RESPONSIBILITIES**

1. **Clinical and Operational Leadership**

* Provides leadership and oversight to the Clinical Manager and Clinical Leads in the delivery of safe, effective, and accessible primary care services.
* Supports standardization of care pathways, clinical protocols, and practice guidelines across all locations.
* Ensures effective coordination of services across disciplines and sites to avoid fragmentation.
* Collaborates with Director and Medical leadership on medical staff performance, service planning, and recruitment.

1. **People Management and Leadership**

* Provides leadership, guidance, and support to CHC staff and fosters a collaborative and inclusive work environment.
* Conducts regular performance evaluations, provide feedback, and identify professional development opportunities for team members.
* Promotes a culture of learning, innovation, and continuous improvement within the program team.
* Inspires the team to deliver exceptional client service and to work collaboratively with other teams.
* Fosters team cohesion and staff engagement in a complex, multi-site environment.

1. **Quality Improvement and Risk Management**

* Leads continuous quality improvement initiatives using health data, client feedback, and staff input.
* Monitors clinical risks, safety incidents, and complaints in partnership with the Director and other key stakeholders.
* Supports compliance with legislation, internal policies, employment standards, regulatory standards, and accreditation requirements.

1. **Client-Centered and Equitable Care**

* Ensures services reflect ConnectWell’s commitment to health equity, cultural responsiveness, and client engagement.
* Participates in case reviews and client care planning as needed to support complex care coordination.
* Leads service design or redesign initiatives that respond to changing client and community needs.

1. **Partnerships and System Integration**

* Builds and maintains collaborative relationships with internal departments, community providers, and regional health partners.
* Supports integrated service delivery models and contribute to broader system transformation efforts.
* Represents ConnectWell in collaborative working groups, networks, or committees as delegated.

1. **Financial and Resource Management**

* Contributes to budget planning and oversees the management of clinical program budgets.
* Supports efficient resource allocation, supply management, and service delivery models.
* Monitors utilization of clinical staff to ensure sustainability and alignment with funding parameters

**Standard ConnectWell Employee Responsibilities**

As an employee of ConnectWell, this position is responsible for the following:

**Administrative**

* Preserves confidentiality of all client and employee information and seeks to minimize risk while working with data
* Submits records of time worked and time off in a timely manner
* Maintains and develops professional competence, and where applicable, a professional license to practice, through appropriate continuing education methods (e.g. peer interaction, literature review, conferences, courses, staff development leave, etc.)
* Complies and adheres to all applicable ConnectWell policies and procedures

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**Organizational Responsibilities**

* Respects and values the diversity of the community and individuals
* Supports the organization’s student placement programs
* Contributes to the organization’s work by participation in activities that seek to strengthen collaborative and interdisciplinary teamwork, such as committees and working groups, strategic planning and accreditation
* Contributes to the organization’s practices of hiring, orienting and training of employees
* Participates actively in team meetings
* Consults with and provides support to team members and other ConnectWell employees regarding professional issues
* Participates in the development of policies and procedures by providing feedback in the organization’s policy development process
* Works in a manner that incorporates health promotion and recognizes the determinants of health
* Participates in team and individual professional development opportunities

**Occupational Health & Safety**

This position must also work within the scope of all legislative and ConnectWell Health and Safety policies. In this capacity, the employee:

* Works in a manner that promotes a safe, secure environment, and is compliant with the Duties of Workers under the Ontario Occupational Health & Safety Act (Section 28)
* Must read and follow all ConnectWell Occupational Health & Safety policies
* Works safely in consideration of the following job hazards: noise, workplace violence
* Participates in Occupational health & Safety training as required:
* AODA
* WHMIS
* Employee Safety Training
* Other (as required)

I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ have read this job description and understand and accept the responsibilities outlined within. I have also been given a copy of this job description.

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Employee Signature Date

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Supervisor Signature Date