



JOB DESCRIPTION

Title: Manager, Community Engagement & Wellness

Position Status: Full-time permanent position (35 hours/week)

Expected Start Date: January 2019

Reporting to: Director Health Access Thorncliffe Park (HATP)

Location: Health Access Thorncliffe Park (HATP) sites

Note: This is a HATP-TNO position.

Background

Health Access Thorncliffe Park (HATP) is committed to providing coordinated Health & Wellness services to the Thorncliffe Park community. It is an innovative partnership between Flemingdon Health Centre (FHC) and TNO-The Neighbourhood Organization (TNO) funded by the TC-LHIN. HATP is a community driven initiative aimed to enhance interdisciplinary comprehensive primary health care, improve access to health, social and community services in Thorncliffe Park.

Position Summary

HATP is seeking a creative and experienced individual to deliver a strong value focused program which is founded on principles of health and wellness promotion and disease prevention and community development, through a committed health equity and anti-oppression lens. This individual will have demonstrated experiences of engaging vulnerable communities and community stakeholder groups to amplify their voices, promote leadership and empower decision-making at both community and systems levels. This individual is a proven creative communicator having both diplomatic and moral character.

The Manager - Community Engagement and Wellness will manage and implement our strategic plan as it pertains to HATP's relationships with the community where HATP delivers services. This individual will build and maintain partnerships with existing and new service providers, engage clients seeking quality wrap around service options for themselves and their family members, and lead HATP's efforts to deepen ties with residents, leaders and stakeholders in the community where HATP is operating.

The manager will be responsible to ensure that programs, services and team members are in compliance with the community development framework and anti-oppression principles of HATP. This individual will support the Directors by being an ambassador of HATP with critical stakeholders who contribute to the success of our programs.

Responsibilities

- Responsible for managing and evaluating the implementation of overall strategic goals and operational work plans of Community Engagement for Health Access Thorncliffe Park.
- Manage, lead and provide professional mentorship to our community engagement team, which includes Health Promotion, Community Outreach, Intake and Navigation etc.
- Develop and implement community outreach and engagement strategies to ensure all community members are informed, engaged and able to access HATP services.
- Support, coordinate, schedule and facilitate activities of the multi-disciplinary community engagement team.

- Model HATP values by supporting the creation of the desired organizational culture.
- Assist the Directors of HATP along with the Manager, Primary Health Care (PHC) in the planning and implementation of the strategy to facilitate integrated primary health care and community support services.
- Liaise and work collaboratively with HATP, FHC and TNO Community engagement staff to build coordinated strategies to address local community needs
- Work with the management team of HATP, TNO and FHC to develop and implement seamless referral pathways for clients accessing HATP's clinical and other wrap around services
- Facilitate the development and maintenance of strong collaborative working relationships with the community we serve and existing and potential partner agencies/service providers.
- Identify and/or participate in community-based research opportunities, analyze data from such research and interpret trends related to community service needs
- Ensure that team members meet professional standards and support ongoing professional learning and development.
- Work with the team to develop program work plans with clear program evaluation criteria in support of providing excellent services, particularly solutions with measures to close identified service gaps.
- Manage the effective and responsible use of financial resources available for community services.
- Organize and facilitate groups and meetings, creating an environment and atmosphere for effective and thoughtful discussion of issues.
- Participate on project and planning committees within the organization as required.
- Communicate and collaborate with the management team of HATP, TNO and FHC.
- Contribute to overarching HATP management and administrative duties in collaboration with other management team members.

Skills and Qualifications

- 3 to 5 years' management experience in a comparable organization or managing similar programs and extensive knowledge of overall coordination and integration of services to diverse communities
- Graduate degree in Public relations, Communications, Community engagement, Community health services, Social Services etc., or equivalent (combination of experience and education)
- Overall knowledge of challenges faced by immigrant and refugee individuals and families, marginalized women and other marginalized groups.
- Demonstrated success working in a matrix organization and creating barrier free access to services for clients in need.
- Demonstrated experience in writing successful funding proposals and reporting.
- Proven leadership and relationship-building skills, with strengths in strategic communication, problem solving, and effective project management and execution.
- Demonstrated skills in managing diverse groups of internal and external stakeholders.
- Self-motivated with the ability to shift priorities with ease and resiliency
- Demonstrated competency in program planning, implementation, monitoring, and evaluation
- Demonstrated competency in community development/engagement with respect to health promotion and prevention.
- Commitment to providing leadership in reducing barriers to health care and social services experienced by marginalized communities

- Experience in leading a multi-disciplinary and diverse team and facilitating effective team planning and group training or workshops
- Demonstrated analytical and organizational skills
- Demonstrated ability to manage multiple priorities and a unique reporting structure (HATP, FHC and TNO), and ability to build relationships at all levels of the organization
- Knowledge of Thorncliffe Park and its respective communities an asset
- Excellent communication skills
- Proficiency in computer hardware and software applications
- Ability to speak languages other than English an asset

Working Conditions

Hours of Work: Regular work week will be 35 hours.

Application Deadline

December 14, 2018 by 5pm

Application Process: Qualified applicants are invited to submit their application online at:

www.jobillico.com/fast-postulation/2217231

Please include a cover letter and resume in a single file with your name in the file name.

We thank all applicants for their interest but regret that only those selected for an interview will receive acknowledgement. Please note that a criminal background check (vulnerable sector) will be conducted for this position. In accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005, accommodation will be provided in all parts of the hiring process. Applicants need to make their needs known in advance.