



# De dwa da dehs nye>s Aboriginal Health Centre

*We're Taking Care of Each Other Amongst Ourselves.*

## **INTERESTED APPLICANTS**

Please submit your resume  
and cover letter to:

[humanresources@dahac.ca](mailto:humanresources@dahac.ca)

or

Attention: Human Resources  
Aboriginal Health Centre  
678 Main Street East  
Hamilton ON L8M 1K2

Nya:weh / Miigwetch to all  
applicants

Only those selected for  
interviews will be contacted

**Deadline to Apply:  
Open Until Filled**

Please note that **ONLY**  
complete applications with  
cover letter will be  
considered.

***Preference is given to equal  
candidates of Indigenous  
Decent.***

## **Job Opportunity**

**Position Title:** Clinic Services Manager

**Reports to:** Chief Operating Officer

**Salary:** \$75,000.00 – \$85,000.00/year

**Type:** Full Time Permanent

**Location:** Shared time between Hamilton & Brantford sites

## **GENERAL ACCOUNTABILITES:**

The **Clinic Services Manager** serves as a champion of the Vision and Mission and promotes an environment that is consistent with De dwa da dehs nye>s Aboriginal Health Centre's (DAHAC) Statement of Values and Principles. The Clinic Services Manager is an essential member of the client-centered health professional Team. They will work with the other members of the leadership team and programs to serve DAHC the patients and participants effectively and efficiently through traditional, non- traditional and innovative approaches to service delivery within the broad determinants of health framework.

## **SUMMARY OF FUNCTIONS:**

The Clinic Services Manager is responsible to the Chief Operating Officer for the quality of clinical services and programs at DAHC, including primary care and mental health services within those programs. In addition, the Chief Operating Officer may delegate specific responsibilities to the Clinic Services Manager as required.

The successful administration of DAHC activities is dependent upon cooperation amongst the Leadership Team, based on the DAHC values of respect, open communication, and collaboration.

## **SPECIFIC ACCOUNTABILITES:**

### **General Responsibilities:**

- Responsible for initiatives as they relate to the DAHC Strategic Plan, Balanced Scorecard, and Client Satisfaction;
- Ensures the highest standards of culturally safe and appropriate clinical care;
- Coordinates the work of the clinical team, including individual providers, clinical programs, students, residents, and other learners;
- Provides leadership and guidance with clinical staff regarding difficult and complex cases (e.g. severe trauma, abuse, concurrent disorders);
- Provides ongoing individual and group clinical supervision sessions using a variety of clinical supervision models and intervention techniques;
- Provides leadership in the identification of team needs and priorities for DAHC;
- Assists in the development of funding proposals and budgets as required;
- Participates in broad-based health planning through affiliation with appropriate organizations, colleagues, and institutions.

### **Policy and Program Responsibilities:**

- Monitors the Continuous Quality Improvement (CQI) of clinical services by working closely with the Quality Committee. This includes monitoring overall quality of primary care and mental health services, the function of existing clinical programs and promoting any necessary further development of new programs;
- Provides input to the Chief Operating Officer about existing primary care and mental health programs, including allied health programs;

### **Personnel Responsibilities:**

- In partnership with the Chief Operating Officer ensures adequate levels of clinical staffing to meet the needs of client care;
- Ensures appropriate knowledge, skills and competence of all clinical staff
- Leads the recruitment of clinical staff;
- Supervise clinical and support staff of the clinic services department; including orientation, performance enhancement, development, training;
- Ensure that staff, contractors, learners, and volunteers are knowledgeable about DAHC programs, policies, and procedures;
- Responsible for supervision and Performance Management as outlined in the Human Resources Policies and Procedures.

**QUALIFICATIONS:**

- Broad knowledge in the areas of Indigenous community health, primary health care, mental health, and health promotion;
- A minimum of three years of leadership experience;
- Bachelor of Social Work, Psychology, or related field; Master's Degree in Social Work/Psychology preferred
- Five (5)+ years clinical experience in Mental Health or in a Social Services care setting
- Experience leading a multidisciplinary team and supporting effective team planning;
- Understanding and experience working with diverse communities;
- Ability to collect and analyze data, including knowledge and experience with computer software applications;
- Understanding and interest in current issues in Indigenous health, including health transformation;
- Excellent organizational, and time management skills
- Excellent interpersonal skills including strong oral and written communication skills.

**De dwa da dehs nye>s Aboriginal Health Centre has developed a compensation philosophy that will allow the organization to retain, motivate and develop talented people who share our values and contribute to our success.**

**100% Organization Paid Benefits**

- ❖ Health Benefits
- ❖ Employee Life/ AD&D Insurance
- ❖ Dependant Life Insurance
- ❖ Employee Critical Illness Insurance
- ❖ Long Term Disability (LTD) Benefits
- ❖ Travel Accident Insurance
- ❖ Business Travel Life & Disability Insurance

**Retirement Benefits**

- ❖ Healthcare of Ontario Pension Plan
- ❖ Immediate Eligibility
- ❖ For every \$1 you contribute, your employer is currently contributing \$1.26 – making HOOPP a cornerstone of your retirement savings.

**Paid Time Off Benefits**

- ❖ Vacation - 6% (15 Days Annually) for Full Time Employees
- ❖ Personal Days - 12 Annually
- ❖ Statutory Holidays - 13 Annually