



## Leading Primary Health Care in Guelph

With the vision *The Best Care for Everyone*, the Guelph Family Health Team (FHT) is a leader in the provision of comprehensive, team-based primary care in Ontario. Supporting 130,000 patients, Guelph FHT has 100 family physicians, 8 psychiatrists and 100 interdisciplinary team members in multiple locations in the Guelph area. Our team is committed to providing quality, evidenced-based and compassionate care to advance a culture of learning, collaboration, and sustainability.

**Role:** Senior Manager, Operations and Performance (Full Time 1.0FTE, Permanent)

**Reporting to:** CEO

**Description:** Reporting to the CEO, the Senior Manager, Operations & Performance leads the efficient and effective operations at Guelph FHT. This position aligns operational goals with strategic objectives with regular monitoring of Key Performance Indicators (KPIs). Overseeing day-to-day activities, the role optimizes clinical resources to provide care in accordance with patient safety and quality standards. The Senior Manager, Operations & Performance provides leadership to the Guelph FHT management team to ensure seamless collaboration and coordination of organizational activities. Additional responsibilities include oversight of fiscal management, corporate contracts, procurement processes, and risk management policies.

### Position Responsibilities:

- Lead Guelph FHT management team in the safe and effective delivery of primary care
- Under the direction of the CEO, develop and implement operational strategies to advance Guelph FHT Strategic Plan
- Monitor daily operations of comprehensive, team-based primary care
- Ensure all privacy, security, health, risk management and other requirements are met for all legal agreements
- Ensure all contracts are managed for the provision of facilities, administrative services, including information technology support, procurement, insurance, and employee group benefits and pension plan
- Coordinate and complete Ontario Health planning and reporting requirements, including Annual Operating Plan
- In collaboration with the CEO and management team develop, monitor and evaluate organizational KPIs that focus on current and future primary care priorities
- Using system performance data and trends, develop and implement standardized and consistent clinical care practices with regular evaluation and reporting
- Ensure compliance with quality and patient safety requirements and standards
- Prepare and present organizational performance reports and presentations to the Guelph FHT Board as required

### Qualifications:

- Masters degree in Health Administration, Business Administration or demonstrated equivalent
- Undergraduate degree in health profession, health sciences, or health administration
- Registration with a healthcare regulatory body
- Minimum 5 years management experience with progressive leadership assignments
- Minimum 5 years clinical experience
- Demonstrated management expertise in performance, risk, finance, operations, and human resources
- Advanced training in Management, Leadership, Quality, Risk, and Change Management
- Excellent problem solving, negotiation and conflict resolution skills
- Proficient use of MS Office Applications
- Experience with digital health technologies, information technology and business planning an asset
- Experience with Not-for-Profit, community healthcare sector and charitable status an asset
- Familiarity with the Canadian College of Health Leaders LEADS in a Caring Environment framework considered an asset

*Guelph FHT is committed to diversity, equity, and inclusion and welcome all qualified applicants to apply to join our team. We accommodate people with disabilities throughout the recruitment and selection process; please advise Human Resources in advance if an accommodation is required.*

Interested applicants can email [humanresources@guelphfht.com](mailto:humanresources@guelphfht.com) with a cover letter and resume by April 10, 2025