



Programs and Services Administrator

Job Title:	Programs and Services Administrator
Employment terms:	Regular full-time, 35 hours/week, evening and weekend hours can be expected
Salary range:	\$45,193 - \$55,612 per year along with extended health benefits and HOOPP pension plan
Expected start date:	ASAP
Number of positions:	1
Reporting to:	Manager, Primary Health Care or Delegate
Locations:	Flemingdon Health Centre at 10 Gateway Blvd Fairview Health Centre at 5 Fairview Mall Drive Health Access Thorncliffe Park (HATP) at 45 Overlea Blvd
Application deadline:	July 27 th , 2024 by 5:00 PM Eastern Time
Application Process:	Qualified applicants are invited to submit their application online via this link: www.jobillico.com/en/job-offer/flemingdon-health-centre/programs-and-services-administrator/14191548
Please include a cover letter and resume in a single file. Kindly use “Programs and Services Administrator – Your name” as the subject line of your e-mail.	

Background: Flemingdon Health Centre (FHC) is an engaged and involved member of some of Toronto’s most dynamic neighborhoods; Flemingdon Park, Fairview and Thorncliffe Park. FHC is a registered charity and an incorporated not-for-profit Community Health Centre (CHC), with a vision of Strong Healthy Communities. Across our three sites, we provide a range of health-related services based on the social determinants of health with extensive community engagement.

At FHC, we believe that health is much more than just the absence of disease. Our approach to community health encompasses the social determinants of health which includes: education, employment, isolation, food security and social supports, and utilizes a community development model to promote health, prevent disease, and strengthen community capacity. We value health equity, inclusion, community engagement, accountability & transparency, excellence and collaboration & partnerships.

Position Summary:

The Programs and Services Administrator provides direct support to Director, Community Health or delegate to maximize the efficiency, effectiveness, equity, accessibility, integration, client-centeredness and safety of our programs and services. This position assists the organization in the development of strategies to achieve organizational priorities, particularly those related to programs and services.

Responsibilities Include:

Administrative Support:

- Supports the development, evaluation and improvement of services within the Primary Health Care team with a particular focus on quality improvement and accreditation
- Coordinates the work schedules of the Primary Health Care team and others as required
- Generates schedules for residents and med students of the Family Residency Program and MedEdUngrad of MGH
- Coordinates Chart Audits and other quality improvement initiatives related to programs and services

- Provides administrative support to Director, Community Health or delegate
- Coordinates FHC's invoice tracking system for noninsured clients. Ensures full use of non-insured resources including verifying costs of services rendered and follows up and advocates with hospitals, labs, and specialist billing departments to resolve discrepancies
- Invoices LAMP for psychiatry services and processes monthly billing of FHC physician
- Prepares documents, correspondence, reports and presentation materials, managing sensitive and/or confidential materials, and developing document, program and reporting templates
- Works within an approved budget, coordinates relief/locum staff schedule with guidance from Clinical Program Coordinator
- Approves taxi chits by reconciling with PSS
- Purchases PPE, office and medical supplies for Flemingdon site with a focus on efficiency and cost effectiveness
- Manages RIO access codes for staff

Human Resources

- Provides training and orientations as needed to new staff

Data & IT

- Escalates issues to IT Service Provider
- Assists staff with immediate computer/equipment issues
- Troubleshoots log in issues with username/passwords
- Acts as a superuser and liaison with the IT and Data teams and the Medical Secretaries

Other

- Supports data and IT processes as required
- Liaises with management team to provide timely information regarding challenges and potential solutions for a range of tasks
- Participates in interdisciplinary meetings as required, including committees (QI, Accreditation, H&S etc.)
- Other responsibilities will be assigned as required to support the team and program

Skills and Qualifications

- Post-secondary education in health administration or related field; or an equivalent combination of education and experience
- Two to three years' work experience providing administrative assistance to management
- Experience and training in quality improvement
- Demonstrated experience in writing reports, minutes and assisting with presentations; experience in grant writing an asset
- Understanding of the health care system and experience in working with marginalized populations
- Excellent communications skills, both written and verbal
- Excellent organizational and coordinating skills to respond to fluctuating workloads with ability to set priorities independently in a fast-paced environment
- Excellent interpersonal skills and flexibility to liaise with community professionals and staff
- Superior knowledge, proficiency and experience with the use of computers and applications such as MS Office and web-based tools



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- Demonstrated ability to work independently, taking initiative and working collaboratively in an interdisciplinary team environment
- Experience handling confidential and sensitive information, knowledge of applicable privacy laws
- Ability to work flexible hours
- Demonstrated cultural competency and experience working in diverse communities and marginalized communities
- Knowledge of and commitment to anti-racist, anti-oppressive principles and practice
- Vaccines (COVID-19 and others) are a requirement of the job pursuant to the Ontario Human Rights Code.

Working Conditions & Physical Requirements:

- Incumbent will be expected to work some evening and/or weekend hours based on project demands.

Note: This is a bargaining unit position with UFCW. Terms may be altered as a result of collective bargaining. For more details on benefits and entitlements, please refer to our collective agreement here: [Collective Agreements Portal \(gov.on.ca\)](https://www.gov.on.ca)

We encourage applications from individuals who can identify with the diverse communities we serve. We thank all applicants for their interest but regret that only those selected for an interview will receive an 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.