

Job Posting

Title: Clinical Program Supervisor

Employment Terms: Regular Full-Time (1.0 FTE)

Schedule: Monday to Saturday (35 hours/week), with expectations to work evening and weekend hours

Salary Range: \$62,423- \$74,928 per year (along with health benefits and HOOPP pension plan, depending on eligibility)

Vacancy Status: Existing position

Unionized Position? No

Expected Start Date: August 2026

Reporting to: Manager, Integrated Care and Services

Location: Health Access Thorncliffe Park (HATP) site

Background:

Health Access Thorncliffe Park (HATP) is committed to providing coordinated Health & Wellness services to the Thorncliffe Park community. It is a community driven initiative aimed to enhance interdisciplinary comprehensive primary health care, improve access to health, social and community services in Thorncliffe Park. HATP is an innovative partnership between Flemingdon Health Centre (FHC) and TNO-The Neighbourhood Organization (TNO) funded by the Ontario Health- Toronto region. This position is part of the HATP collaboration, is employed by FHC, and works within the Health Services Team.

FHC is a registered charity and an incorporated not-for-profit Community Health Centre (CHC), with a vision of Strong Health Communities. FHC provides a range of health-related services based on the social determinants of health with extensive community engagement. At FHC, we know that health is about 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 Clinical Program Supervisor would be committed to playing an integral role in the operations of HATP. In collaboration with the Manager, Integrated Care & Services, Medical Director and Clinician Lead, the program Supervisor is responsible for the overall implementation, management, and evaluation of programs and services delivered by HATP. The supervisor also provides administrative support to providers by handling patient and staff related functions to ensure that the maximum amount of providers' time is directed at patient care. The Clinical Program Supervisor is a member of the management team and will be responsible for managing and liaising with the Clinical Team, Administrative Team, Data Management Team, committees, and other stakeholders internal or external and Partners. Please note, we have a preferred candidate for the role who has the required qualifications and experience.

Main Tasks and Responsibilities

Administrative

The Clinical Program Supervisor works closely with the Manager, Integrated Services and Care, Medical Director and Clinician Lead to set standards for, provide direction to, and oversee the administrative/clinical team:

- Schedules providers in-clinic to ensure sufficient staffing is available (including during staff absences)
- Facilitates solutions to meet the needs of in-clinic providers including managing equipment, staffing, administration, and IT infrastructure.
- Improves clinical practices by undertaking needs-assessments pertaining to patient care delivery and utilizing results.
- Communicates with team members daily to address ad-hoc needs.
- Schedule and conduct quarterly program meetings with providers.
- Leads team discussions to update and modify administrative guidelines and procedures.
- Ensures administrative guidelines and procedures are well documented.
- Supervises Medical Secretaries & provides back up as needed.
- Ensures staff delivering client services have the administrative support, resources and tools required to work effectively and efficiently.
- Coordinates the interface and improves flow between the Clinical, Administrative, Program and Management teams.
- Supports on-site staff from partner agencies who provide services at HATP and brings issues forward to the appropriate team for discussion.
- Support and coordinates execution of Quality Improvement planning with appropriate teams
- Interfaces and liaises with Clinical and Management teams at FHC and TNOs other sites and committees as appropriate.
- Supports teams' meetings by scheduling, preparing agendas and minutes, and distributing meeting materials

Case Management Support

- Supports clinical programs through team-based, patient-centered practices that meet professional and best practice standards of care.
- Provides information and recommendations concerning clinical operations, risk management, and relations with the community and patients.
- Coordinates report completion and correspondence with clients.

Human Resources

- Assists in the developments and/or acquisition of appropriate resources and provides training and orientations as needed.
- Participates in workload measurement, helping to facilitate equitable distribution of work for clinicians.
- Participate in hiring staff as needed.

Data & IT

- Relays data requests and other relevant issues from the team to the Decision Support Specialist (DSS)
- Reviews data with DSS prior to presenting with the Clinical Team.
- Escalate issues to IT Service Provider
- Assists staff with immediate computer/equipment issues
- Troubleshoots log in issues with username/passwords
- Troubleshoots lab machine issues

Other

- Communicates with related healthcare organizations to promote the coordination and/or planning of local healthcare services.
- Conducts program planning, implementation, and evaluation of HATP's multi-disciplinary and outreach programs in collaboration with other HATP team members and physicians.
- Participates in interdisciplinary meetings as required.
- Responsible for pandemic inventory and supplies, in collaboration with the HATP RNs.

- Other responsibilities will be assigned as required to support the team and program

Skills and Qualifications

- Two to four years of strong management experience within Community-based health organization(s), Public health, or other health sector organizations.
- University Degree or completion of College Diploma in a related community health related discipline (e.g. public health, Social Work, Registered Nurse) or an approved equivalent of education and relevant experience.
- Excellent knowledge of Microsoft Office Suite (PowerPoint, Word, Excel).
- Must have experience with electronic medical record (EMR) preferably Telus PS Suite
- Experience managing a busy inter-professional health care team in a multi-site healthcare setting.
- Superior interpersonal skills in organization, research, evaluation, time management, communication.
- Demonstrated conflict resolution and proactive problem-solving skills.
- Strong track record in developing efficiencies and leading the development and evaluation of programs in a healthcare setting.
- Desire and ability to update knowledge and skills through various means, including technology-based opportunities, courses, workshops, and conferences.
- Demonstrated ability to welcome change and manage it innovatively.
- Ability to work independently and manage a team, with little direction and support.
- Ability to plan and organize own workload to maximize office efficiency.
- Ability to speak one of the community languages is an asset

Application Process: Please submit your cover letter and resume in a single file by 5 p.m., **July 05, 2026**, through this link:

[Click Here](#)

HATP – Health Access Thorncliffe Park is committed to employment equity initiatives. We encourage residents of Thorncliffe Park, Flemingdon Park, and surrounding communities, and people who are racialized, Indigenous, people from the 2SLGBTQI+ community, people with disabilities and other equity-seeking groups to apply. Please note that FHC/HATP does not use Artificial Intelligence in their recruitment process. If you believe any job posting is fraudulent, please call our office: Flemingdon Health Centre at 10 Gateway Boulevard in Toronto.