



### OUR VISION, MISSION & VALUES:

Women's Health Clinic (WHC) provides accessible, woman-centred services, creates strategic partnerships and advocates for system change. We work toward the vision of having equitable health and wellness services within and beyond WHC, delivered through a feminist lens. All our work is guided by our values – choice, inclusion, social justice, innovation and integrity.

### WHC EXPECTATIONS:

Every employee is expected to contribute to the mission, vision and values of WHC, and the achievement of its strategic plan through collaboration and teamwork. Employees are expected to consistently attend work, function within WHC's principles of services, contribute to the quality of our services for clients and look for ways to improve our overall effectiveness and enhance client experience. Employees will respect each other, clients and members of the public and create an environment where clients have the information, knowledge and support they need to achieve their individual health and wellness goals.

### WHC PROMISE:

WHC will provide employees with a respectful, healthy and safe work environment and compensate and recognize employees in a fair and meaningful way. We will provide employees with opportunities to participate in planning and decision-making and to communicate your concerns, ideas and suggestions. We will listen and be responsive. We will support employee growth and development through a culture of coaching, learning and encouragement.

#### **Job Stream:** E

**Union Classification:** Out of Scope

**Position:** Director of Programs

**Position Reports to:** Executive Director

### POSITION SUMMARY:

This position is accountable for the overall direction and leadership of Programs, ensuring that strategic operational plans are completed through people, processes and systems. The Director of Programs works collaboratively with staff to make decisions that impact short to long term organizational results.

#### ***Job Specific Day To Day Activities***

1. Accountable for all operations and functions within three sites and external programming, with a clear focus on implementing the strategic plan to develop, implement and evaluate operational plans in conjunction with financial management.
2. Engage and maintain external relationships with stakeholders including reporting and expectations from funders
3. Provide leadership, coaching and guidance to inspire teamwork collaboration and operational results.
4. Report and resolve variances in budgets, reporting, internal controls, and general accounting.
5. Participate actively in the annual budget planning, preparation and review of program budgets
6. Seek funding opportunities for WHC for special projects or existing program enhancements.

7. Proactively identify key internal and external issues, challenges and opportunities through risk analysis affecting WHC, its programs and services while implementing action plans to address them.
8. Lead policy development and procedures for all programs and services in conjunction with the policy review committee.
9. Conduct and/or provide oversight and guidance to their respective departments to ensure quality control in: health care assessments; accurate diagnosis, following established clinical guidelines; and assessing accuracy in standardized client information.
10. Coordinate and participate in accreditation and quality initiatives.
11. 9. Actively participate on internal and external committees, projects and working groups and/or attend meetings with funders and other agencies.
12. Shared responsibility for 24/7 on call for all organizational matters
13. In collaboration with the Executive Director and Communications Team, respond to media requests on behalf of WHC.

### ***Competencies***

#### **Client Service** (delivers client-centered service)

- Facilitates effective client service relations from within and/or across program areas.
- Removes barriers affecting client service delivery and relations.
- Demonstrates an unwavering commitment to excellence in client service.
- Sets and oversees the work environment for client service experiences to thrive.

#### **Teamwork** (works effectively with diverse individuals, groups and communities, and builds collaborative partnerships and relationships)

- Facilitates and helps develop effective teamwork across the entire organization.
- Removes barriers affecting teamwork.
- Promotes collaboration and teamwork across the organization.
- Builds effective networks and strategic relationships and partnerships.
- Creates a respectful and healthy work environment.
- Leads and oversees a positive and inspiring work environment across the organization.

#### **Communication** (effectively exchanges information and ideas to inform, educate, influence or advocate)

- Fosters open communication across the organization.
- Removes barriers to effective communication.
- Models the organization's values in their communication style and actions.
- Exercises "calmness under pressure".
- Effectively communicates on behalf of the organization.
- Fosters an environment that promotes effective and respectful interactions.

#### **Planning and Organizing** (effectively plans, prioritizes, coordinates and implements required actions and resources to maximize outcomes)

- Established a clear vision that aligns with organizational goals and strategies.
- Ensures budgetary and financial plans are managed effectively across the organization.
- Effectively plans, prioritizes and monitors resource requirements organization-wide.

**Analysis, Problem Solving and Evaluation** (effectively analyzes, assesses and applies information to facilitate appropriate solutions and effective decisions)

- Thoroughly analyzes impacts and risks before making decisions.
- Makes effective strategic decisions that impact short, medium and long-term organizational results.
- Anticipates how decisions or actions will impact other areas of the organization.
- Creates an environment for all employees to be problem solvers.
- Encourages calm and rational problem solving approaches across organizational areas to solve issues efficiently and effectively.

**Leadership** (demonstrates skills and expertise to contribute to business results effectively and with integrity)

- Demonstrates skills and expertise to perform effectively and with integrity contribute to business results
- Accountability for results, quality and reliability
- Innovation and Continuous Improvement
- Adapting to Change
- Development (self, others)
- Inspires a dynamic and high performance culture.
- Encourages a results-driven culture by engaging and involving others.
- Provides guidance to others on strategic direction.
- Implements appropriate measures and targets to meet organizational goals and objectives.
- Facilitates and removes barriers to continuous improvement and innovation.
- Encourages others to identify opportunities to continually improve client service, care and results.
- Facilitates effective change within and/or across areas.
- Creates a coaching and supportive environment for all employees to achieve results, encouraging growth and development.

**Technical/Position Specific Competencies** (the application of competencies specific to professional certification/association standards and guidelines)

- Knowledge of reporting and analysis in Accuro an asset.

**Education/Experience**

- Direct experience and/or commitment to working in an environment that aligns with WHC's values and strategic plan.
- Bachelor's degree in a relevant field such as public health administration or related discipline.
- Master's degree in a relevant field is an asset
- 10+ years of Management experience in a health care environment. Alternate combinations of education and experience may be considered.
- Ability to work on-site at all times
- Demonstrated ability to plan and deliver complex programming while utilizing operational, human resource and change management knowledge.

- Demonstrated ability to build positive relationships, engagement and capacity with internal and external stakeholders through communication, accountability, and development.
- Demonstrated ability to manage multiple projects with competing priorities including synthesizing information, assessing risks and developing strategic recommendations under pressure.
- Experience providing strategic advice on complex topics and sensitive issues.
- Extensive understanding of community health, women's health, and community engagement.
- Demonstrated application of an anti-racist, anti-oppressive, weight neutrality, harm reduction approaches to all work within an organization.
- Demonstrated implementation of operational plans reflective of the strategic plan.
- Demonstrated experience leading continuous quality improvement initiatives and collaborating to reach innovative solutions.
- Financial acumen with experience in budgeting and financial management.
- Effective written and verbal communication skills.
- Proficiency using Microsoft office.