



Southwest Ontario  
Aboriginal Health  
Access Centre

## INTEGRATED CARE MANAGER

<b>Status:</b>	Full-time
<b>Location:</b>	Waterloo - Wellington
<b>Hours:</b>	35 hours/week
<b>Paid Time Off:</b>	3 weeks of vacation, plus sick days, spiritual/cultural leave, birthday
<b>Benefits:</b>	Comprehensive health, dental and more
<b>Pension:</b>	HOOPP (defined benefit plan)
<b>Posting Date:</b>	March 5, 2024
<b>Deadline:</b>	Open until filled

**Southwest Ontario Aboriginal Health Access Centre (SOAHAC)** is a diverse, dynamic, multiservice Indigenous health and wellness agency. We strive to provide quality, wholistic health services by sharing and promoting traditional and western health practices to enable people to live in a more balanced state of well-being. SOAHAC provides services to Indigenous people including those who live on and off reserve, status, non-status, Inuit, and Metis within the Southwest, Waterloo Wellington and Erie St Clair regions. SOAHAC has a mandate of ensuring that health services are accessible, of high quality, and are culturally appropriate. It is SOAHAC's objective to build health care capacity within Indigenous communities.

An opportunity exists for one (1) **Integrated Care Manager** to join SOAHAC at our Wellington-Waterloo site, currently located in Cambridge. Reporting to the Director, Client Care, the Integrated Care Manager will coordinate and oversee the work of the multi-disciplinary team at their assigned SOAHAC site; including leadership, human resources management, site management and overall client experience.

**Experience:** The incumbent must possess a degree in leadership/ management and/ or healthcare. In addition, five (5) years' experience with Indigenous health services and program management, including leading, developing and managing inter-professional and integrated health care teams, which include traditional Indigenous healers. The successful candidate must have direct experience working with First Nations, Inuit and Metis (FNIM) people and communities and traditional Indigenous healers, helpers, medicine people, knowledge keepers and Elders.

### **Responsibilities**

- Conduct HR planning in conjunction with the Senior Leadership Team and identify resource needs for the site
- Manage recruitment in conjunction with the HR Manager and provide support with hiring decisions
- Oversee the onboarding of new team members
- Support in the development and performance of team members, including conducting regular performance management meetings
- Support team members in their use and collection of information for the electronic medical record

- Manage the day-to-day resource needs of the team, monitoring schedules including vacations to ensure adequate coverage at all times
- Provide overall leadership and management to the Windsor team to ensure effective functioning and alignment with SOAHAC values and beliefs
- Build an environment of high trust, inter-professional collaboration, innovation and organizational learning
- Provide support to the team in understanding the vision and strategic plan at SOAHAC
- Provide support to the team to ensure an integrated and culturally safe client experience
- Oversee all aspects of client engagement, including gathering feedback from clients and implementing process improvement initiatives
- Oversee site management, including building operations and maintenance, IT oversight, Health & Safety, as well as general building issues

### **Requirements**

- Post-secondary education in healthcare, public administration, organizational management, leadership, business management or equivalent
- Direct experience with FNIM peoples, communities and the traditional Indigenous communities
- Comprehensive knowledge of Indigenous history and the impacts on health
- Knowledge of wholistic health models and strategies
- Knowledge and experience working with the social determinants of health
- Knowledge of and support for traditional Aboriginal healing practices, cultural diversity and cross cultural learning
- Knowledge of multi-service, inter-professional teams and collaborative professional practice
- Ability to work with multiple stakeholders across broad sectors, including health, government and Aboriginal organizations
- Project management expertise
- Strong computer skills and proficiency with MS Office
- Ability to take initiative and make effective decisions in a timely manner
- Organizational skills and time management skills
- Exceptional communication skills, including written and verbal
- Superior leadership skills, including human resource management, team development and team work
- Strong networking and relationship management skills
- Effective conflict resolution skills
- Ongoing willingness to learn Indigenous cultural competency and cultural traditions and practices
- Access to a reliable vehicle, a valid driver's license and insurance is required with ability to travel regularly within region and occasional provincial travel and/ or other SOAHAC sites as required
- Clean and current police check as a condition of employment
- Up-to-date immunization records.

***This job may require additional responsibilities and duties as assigned by Southwest Ontario Aboriginal Health Access Centre.***

Please Note: This position is based on annual funding and is full-time @ 35 hours (5 days) per week. Salary is competitive and subject to experience and funding. Comprehensive benefit and pension package (HOOPP) included.

*SOAHAC values diversity and is an equal opportunity employer; however hiring preference will be given to qualified Indigenous applicants. SOAHAC is committed to providing employment accommodation in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. If you require accommodation to apply or if selected to participate in an assessment process, please advise Human Resources.*

**If you are interested in applying for this position, please forward your cover letter, outlining your experience in working in healthcare specifically with Indigenous peoples and communities, along with your resume to:**

Email: **careers@soahac.on.ca**

Subject Line: **Integrated Care Manager, Wellington-Waterloo**

Or mail to: **Human Resources  
Southwest Ontario Aboriginal Health Access Centre  
493 Dundas Street  
London, ON N6B 1W4**

*Please visit **Southwest Ontario Aboriginal Health Access Centre** online at: [www.soahac.on.ca](http://www.soahac.on.ca) or like us on [www.facebook.com/soahac](http://www.facebook.com/soahac) to learn more about us!*

*We thank all those for applying but only those selected for an interview will be contacted.*