

The Oshawa Clinic Group is Canada's largest multi-specialty medical group practice. The Oshawa Clinic Group operates from three locations with 140 doctors and 360 employees that are part of the organization. The Oshawa Clinic Group provides comprehensive health care to patients in Durham Region.

**Position: Operations Manager**  
**Status: Full-Time, Permanent**  
**Hours: 40 hours/week, Monday – Friday**

The Oshawa Clinic Group offers a competitive rate of pay and a comprehensive benefits package, including prescription and major medical, life and disability insurance, and pension plan.

**Job Summary:**

Reporting directly to the Chief Executive Officer, the person in this position will be responsible for the smooth and efficient operations organization-wide. Responsible to integrate the strategic plan of the organization into operations. Provide assistance to departmental managers and supervisors while ensuring high-quality, cost-effective, and integrated departments organization-wide.

**Duties and Responsibilities:**

The Operations Manager will organize, control and manage the day-to-day health and safety of building occupants, including Infection Prevention and Control (IPAC) requirements across all Oshawa Clinic Group sites. Working closely with the CEO, managers, and supervisors, the Operations Manager will assist in departmental operations, including patient/workflow, contract review and negotiations, marketing, and efficiencies. The Operations Manager will oversee privacy requirements and compliance organization-wide, including Personal Health Information Protection Act (PHIPA). The Operations Manager will manage leases, including initial and renewal agreements with tenants. The Operations Manager will assist in the planning and development of new building expansion projects.

**Qualifications:**

- Baccalaureate in Health Administration, Business Administration, or equivalent;
- Recent progressive leadership/management experience;
- Must have or be able to acquire within a reasonable time frame, thorough knowledge of occupational hazards and safety precautions and regulations, including IPAC applicable to organization-wide operations;
- Must have a solid understanding of PHIPA;
- Demonstrated ability to support staff in accomplishment of organizational objectives, continuous improvements, and to provide leadership and project management for the improvement of operations and processes.
- Ability to make difficult decisions;
- Must have excellent conflict resolution and problem-solving skills;
- Experience leading change initiatives and quality improvement initiatives;
- Outstanding interpersonal skills including the ability to effectively communicate with persons throughout the organization, including clinicians;
- Excellent verbal and written communication skills;
- Ability to understand multiple types of financial and legal documents;
- Familiarity with commercial lease agreements, including clauses and terminology;
- Operations experience with Independent Health Facilities (IHF) and Out-of-Hospital Premises (OHPs) considered an asset;
- Experience with Lean Six Sigma and PDSA considered an asset;
- Procurement experience considered an asset;
- Marketing experience considered an asset;
- Demonstrated commitment to creating and sustaining high-quality healthcare delivery;

**Interested candidates should apply in writing, by September 13, 2019 to:**

Marilyn Van Eyk, HR Manager, [marilyn@oshawaclinic.com](mailto:marilyn@oshawaclinic.com)  
Subject title: "Operations Manager Position"

We appreciate all applications for this position. However, only those candidates selected for an interview will be contacted directly.