



Every child and youth living at their full potential

About Grandview Kids

Grandview Kids provides an array of specialized programs, rehabilitation services, and outpatient clinical treatments to children and youth with physical, communication, and developmental needs. Programs and services – which are delivered at the Centre, in the community, at schools, and in-home – include: medical consultation, assessment, and diagnosis; audiology, autism support; complex care program; occupational therapy; physiotherapy; respite services; social work; speech-language pathology; therapeutic recreation; and family engagement. Grandview Kids actively participates in research to support innovation in rehabilitation science, to advance organizational capabilities, and to better serve caregivers and the developmental needs of their children and adolescents. As an organization, we are dedicated to inspiring possibilities, fostering development, and supporting growth and personal achievement with our clients, caregivers, and team members. Through a collaborative, multi-disciplinary approach, members of Team Grandview strive to provide culturally safer, inclusive, and innovative evidence-informed care that meets the unique needs of each client.

Grandview Kids is now accepting applications for the position of:

Director Clinical and Client Services (Regular Full-Time)

- Regular Full-Time – 37.5 hours per week
- Commencing January 2025
- Salary: \$108,128 – \$126,477 per annum, commensurate with experience
- Onsite

Under the direction of the Executive Lead, Clinical and Client Services (ELCCS), the Director of Clinical and Client Services (DOCCS) provides leadership and direction to Clinical Managers (CM) and clinical teams and ensures that the services provided to clients are safe, family-centered, efficient, high-quality and achieve the best possible outcomes and are ongoing, comprehensive, and consistent with the Centre's goals. The DOCCS collaborates with the other DOCCS and leaders across the organization, to support integration, communication, and partnerships across all of the Grandview Kids' clinical programs. The DOCCS provides support to the CMs by assisting with the planning and coordination of clinical activities and directions; performing administrative responsibilities; assisting with workload coordination of CMs and team; providing support and direction to CMs and team; participating in committee meetings; promoting effective and appropriate utilization of clinical services and resources; supporting Centre efforts in Quality Improvement Program (QIP) activities including interacting with caregivers to address any service concerns, participating in accreditation activities as required; maintaining a safe

work environment; collaborating with partners to enhance the client experience and performing other related duties as assigned.

Responsibilities

The Director of Clinical and Client Services (DOCCS) plays a pivotal role in supporting Clinical Managers (CMs) by offering administrative assistance and coordinating workload distribution within the team. By advocating for effective and appropriate utilization of clinical services and resources, the DOCCS enhances overall efficiency and service quality. Furthermore, The DOCCS actively contributes to the Center's Quality Improvement Program (QIP) and accreditation initiatives, ensuring continuous enhancement of care standards. Upholding a safe work environment is paramount for the DOCCS, alongside fulfilling any other relevant duties as assigned.

- Contributing to the development and implementation of clinical services plans which are consistent with Grandview's broad strategic goals, mission and vision
- Helping to identify the education and training needs of teams and communicating them to the ELCCS; and assist with problem-solving and other clinical issues
- Providing leadership, support and encouragement for CMs, including coaching, clarifying accountability, performance feedback, and working with CMs to meet their and their team's professional goals and objectives
- Approving purchase requisitions for operational expenses above CM approval level
- Assisting in the development and maintenance of positive relationships with external groups, including participating in appropriate external committees/groups, fostering partnerships etc as required
- Responding to escalated inquiries of clients and families
- Participating in budgeting for clinical services, and monitoring performance to budget
- Identifying risks to clients, families and staff related to clinical services, and ensuring that appropriate steps are taken to eliminate/minimize these risks in a timely fashion
- Promoting a continuous quality improvement philosophy and approach in the delivery of all services, such as quality improvement teams, risk management program, etc.
- Supporting staff and CMs in QIP initiatives, including actively promoting a culture of safety for clients and staff
- Participating in appropriate external committees/groups, fostering partnerships etc. as required
- Maintaining confidentiality in accordance with organizational policies and procedures; and ensuring compliance with all safety regulations
- Participating in education and improvement activities related to safety and well being

- Direct supervision of Clinical and Program Managers, and other staff as appropriate
- Other duties as assigned

Qualifications

- Master's Degree in a health-related discipline, business management or equivalent
- Minimum of 5 years' experience in clinical program development and oversight as well as working with individuals, community agencies and families
- Well-equipped in Management practices including budgetary principles, team building principles, Quality Management and outcome measures
- Ability to analyse information critically and logically
- Excellent interpersonal skills, with the ability to work effectively with the public, all levels of staff in a unionized environment, related community agencies and volunteers
- Proven skills in problem solving and conflict resolution
- Demonstrated flexibility and change management skills
- Demonstrated effective leadership, coaching and nurturing skills
- High level of creativity

How to apply

Please forward a resume and cover letter clearly stating Job 24.96 to careers@grandviewkids.ca by December 19th, 2024 at 5 p.m. EST.

Please address your correspondence to:

Human Resources

Grandview Kids

1461 Harwood Avenue N.

Ajax, ON L1T 0R3

Our commitment to belonging

Grandview Kids aims to be deliberate in our consideration of diversity, defined as differences in race, colour, place of origin, religion, immigrant and newcomer status, ethnic origin, ability, sex, sexual orientation, gender identity, gender expression, and age.

Recognizing and valuing diversity and equity must be accompanied by concerted efforts to ensure the inclusion of diverse and underrepresented populations, meaning that individuals must be and feel valued, respected, and equally supported. We invite applicants in the above defined areas to apply.

Grandview Kids is committed to complying with all applicable standards as set out in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). If you have accessibility needs and require alternate formats or other accommodations throughout this process, please contact Human Resources.

Land acknowledgement

The lands, waters, nature and sky that Grandview Kids is privileged to exist within have long been home to the Michi Saagiig Anishinaabeg. We acknowledge the lands of the traditional and treaty territories covered under the Williams Treaties, including the Mississaugas of Scugog Island First Nation, Alderville First Nation, Hiawatha First Nation, Curve Lake First Nation and the Chippewa Nation of Georgina Island, Beausoleil and Rama. We are responsible for building stronger relationships with clients, caregivers, partners and colleagues from First Nations, Métis and Inuit communities. Through our shared values of belonging, excellence, connection discovery and celebration, Grandview Kids commits to seeking truth and upholding reconciliation.

We thank all applicants. Only those selected for an interview will be contacted.