



*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:

### **Program Manager, Clinical Operations (Contract Full-time)**

- Contract Full-Time – 37.5 hours per week (1FTE)
- Salary Range - \$86,307.00 - \$97,071.00 per annum, depending upon experience
- Contract Duration: October 2025 – January 2027
- On-Site / In Person

Under the general direction of the Executive Lead, Clinical and Client Services the Program Manager, Clinical Operations is responsible for overseeing the development, delivery and evaluation of clinical programs and services; providing support to staff by assisting with the planning and coordinating of the day-to-day operational activities and directions in a manner that is consistent with Grandview Kids' goals and priorities; performing routine administrative responsibilities, workload coordination and management; providing support to and performance management of staff; provides guidance for operational decision-making; supporting Program/Centre efforts in Quality Improvement and accreditation activities; promoting and enhancing child and family services within the community, maintaining a safe work environment and performing other related duties as assigned.

## **Responsibilities**

### **Specific responsibilities include but are not limited to:**

- Develop and implement an annual plan to implement quality improvement initiatives, including monitoring and reporting on activities, outcomes and indicators of success.
- Establish data-driven team huddles across clinical programs.
- Conduct plan-do-study-act initiatives to address DOWNTIME waste within clinical programming.
- Work in partnership with Social Enterprise and Business Manager, Building Services and Procurement Lead to develop of standard operating procedures.
- Reinforce decision-making models by developing LEAN processes and practices across the organization, with input from key partners.
- Enhance applicability of health and safety regulations in accordance to relevant laws, regulations, acts and the Collective Agreement.
- Provide operational input to the development of clinical pathways and ensuring clinical team provides equitable and timely service in a way that is consistent with Grandview Kids' mission vision and values.
- Provide support to staff by assisting with the planning and coordinating of the day-to-day operational activities and direction, including coordinating and assigning various operational activities, helping identify and coordinate educational requirements; participating in recruitment and selection as needed
- Approve staff schedules, vacations, sick time and assign workload activities.
- Assist with budget activities and coordinating capital grant requests along with Procurement and Finance teams.
- Healthcare and/or social services experience is an asset.
- Joint Occupational Health and Safety training is an asset.

## **Qualifications**

- Undergraduate degree in Health Administration, Healthcare Management, Health Services and Systems, or Health Studies required, Master's degree strongly preferred.
- LEAN green belt certification required, black belt is strongly preferred.
- 5 years relevant experience working in healthcare organizations managing operations and working with families, individuals, and community agencies.
- Experience in program planning, development and implementation, change management, informatics and evaluation.
- Demonstrated evidence of exceptional leadership and people management skills.
- Experience leading organizational change initiatives is an asset.

- Skills in the use of MS365, Visio, PowerBI, and relevant legislation
- Excellent interpersonal skills and work effectively with all levels of staff.
- Experience working in unionized environment.

## **How to apply**

**Please submit your cover letter and a resume for Job 25.105 Program Manager, Clinical Operations by 5:00 PM September 23<sup>rd</sup>, 2025 through the following link:**  
[Apply Here](#)

**Please address your correspondence to:**

Human Resources

Grandview Kids

1461 Harwood Avenue North

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.**