



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:

Clinical Manager, Operations (Contract Full-Time) 1 Position

- 37.5 hours per week (1.0 FTE)
- Salary Range - \$96,252.00 - \$112,593.00
- Contract Duration: July 2025 - January 2027
- On-Site / In Person

Under the general direction of the Director, Clinical and Client Services, the Clinical Manager-Operations is responsible for overseeing the development, delivery and evaluation of assigned 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:

- Using LEAN practices, lead cross site clinical operations initiatives in partnership with clinical manager team to initiate team huddles and PDSA cycles.
- Providing guidance for operational decision-making by developing LEAN processes and practices across the organization, with input from key stakeholders;
- Developing and implementing an annual planning process and overseeing implementation of programs according to the established plan and monitoring and reporting on activities, outcomes and indicators of success.
- Overseeing the development, delivery and evaluation of our quality framework, data reporting activities, and clinical auditing processes by assessing operational needs and determining program priorities, in congruence with Grandview Kids' strategic plan, and communicating them to the Director, Clinical and Client Services.
- Providing 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
- Assisting with operational issues, supporting program subcommittees, and providing guidance on the application of the Collective Agreement.
- Providing operational input to the development of clinical pathways and ensuring clinical team provide service in a way that is consistent with Grandview's mission vision and values.
- Approving staff schedules, vacations, sick time etc. and assigning various workload activities.
- Work in partnership with Social Enterprise and Business Manager, Building Services and Purchasing staff to support the development of standard operating procedures related to Grandview Kids headquarters as well as all satellite sites.
- Assisting with budget activities and coordinating capital grant requests along with Procurement and Finance teams.
- Maintaining professional affiliations and memberships in related associations and organizations
- Paediatrics Rehabilitation experience is an asset

Qualifications

- Masters' degree, or equivalent, in Physiotherapy, Occupational Therapy, Speech-Language Pathology, Audiology, Social Work, Applied Disabilities Studies, Psychology, or in a related field from a university of recognized standing, and curriculum which includes infant or child development, health care or health administration, and ideally applied behaviour analysis principles.
- Current registration with the relevant regulatory College, Certification Board or Professional Association required.
- LEAN green belt certification required, black belt is strongly preferred
- 5 years relevant experience, working with families, individuals, and community agencies.
- Experience in program planning, development and implementation, documentation, coordination, management and evaluation.
- Demonstrated evidence of exceptional leadership and people management skills.
- Experience leading organizational change initiatives an asset.
- Excellent interpersonal skills and work effectively with all levels of staff.
- Experience working in unionized environment.

You have a deep commitment to client and family centred care, and a passion for working with others to support children to achieve their personal best. You are a superior communicator, both written and verbal with exceptional organizational and time management skills.

You have the ability to work flexible hours outside of normal work hours, and possess a valid Ontario driver's license, insurance and access to a vehicle, or have efficient and reliable transportation.

How to apply

Please forward a resume and cover letter for Job 25.85 Clinical Manager-Operations through the following link: [Apply Here](#) by 5 PM on July 22nd, 2025

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.