



Inspired by research.
Driven by compassion.

Inspiré par la recherche.
Guidé par la compassion.

Clinical Manager, Ambulatory Care

The Ottawa Hospital is looking for a dynamic and talented health leader to join its ambulatory care leadership team. This is an exciting opportunity as TOH embarks on an ambulatory care services renewal through the implementation of a new health information system, as well as clinical services planning to meet the needs of those we serve into the future.

Reporting to the Clinical Director of Ambulatory Care, Clinical Managers of Ambulatory care are responsible for providing strategic leadership and operational oversight for ambulatory care services corporately and management of individual clinical areas. As a member of the ambulatory care leadership team, the Manager will provide corporate leadership and expertise to the ambulatory care steering committee for the creation, implementation, and evaluation of TOH's ambulatory care model of care. Driven by data, this position will make key recommendations on the future of care delivery through completing regular analysis of performance and financial reports, including the use of performance scorecards. The Clinical Manager will provide operational leadership for the execution and successful completion of the annual operational plan, including a quality improvement strategy for the maturation of service delivery and related processes. Further, the Clinical Manager will be accountable for planning, organizing, and directing the day-to-day strategy related to the successful implementation and evaluation of a new health information system in ambulatory care at TOH.

Operationally, the Clinical Manager is accountable for the effective and efficient use of human, fiscal and material resources in the delivery of quality patient and family centered care in collaboration with Physician/Clinician Co-Leaders for defined clinical areas. Responsibilities include, but are not limited to: coordinating the overall delivery of care for the population, responding and investigating patient and family inquiries, ensuring effective operations on a day to day basis in collaboration with physician/ clinician leadership; acting as a resource for staff; managing the hiring process; coordinating human resources to efficiently and effectively meet care requirements; ensuring that quality improvement, risk management and accreditation activities are coordinated effectively. Collaborating to resolve key clinical practice issues and improve operations, including the coordination of minor and capital expenditures.

Home campus is the Riverside.

Required Qualifications:

As an ideal candidate, you have:

- Baccalaureate Degree in a health related discipline;
- Five (5) or more years of clinical and management experience combined;
- Strong leadership skills to support and provide direction to staff in an active and rapidly changing environment;
- Proven ability in working effectively with all members of health care team;
- Excellent oral/written communication skills;
- Excellent organizational, interpersonal, problem solving, negotiation, conflict resolution and decision making skills;
- Excellent knowledge of principles of management and research based practice;
- Knowledge of budgeting process and ability to analyze fiscal and patient care data;
- Demonstrated knowledge and skills related to Business Management.

Preferred Qualifications:

- Master's Degree in Health Administration/ Management, Nursing or a health related program;
- Proficiency in English and French – oral expression (advanced level) and comprehension (advanced level).

How to Apply

If you are interested in being part of the team of health-care professionals at The Ottawa Hospital, please submit an online application via our external website by clicking the following link and applying to Job Opening ID 62657.

<https://www.ottawahospital.on.ca/wps/portal/Base/TheHospital/CareersAndVolunteering/Careers>

We thank all those who apply but only those selected for further consideration will be contacted. The Ottawa Hospital is an equal opportunity employer. Upon request, accommodations due to a disability are available throughout the selection process.

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