

## INTERNAL/EXTERNAL POSTING

### Inviting applications for the position of: Manager, Primary Care Services

Location: Smiths Falls / Merrickville  
Hours: 1.0 fte – 70hrs bi-weekly  
Term: Indeterminate  
Salary Range: \$88,600 - \$110,700 annually or \$48.68 - \$60.82 hourly  
Start date: As soon as possible

#### Who we are:

Rideau Community Health Services (RCHS) is a non-profit, community-governed health and social service agency that provides comprehensive primary care, health promotion and community development services. Working with partners to provide integrated health and wellness services for various communities throughout Leeds, Grenville and Lanark counties.

#### What we offer:

- Competitive Rates
- Health Benefits – 100% premium paid,
- Pension Plan - HOOPP
- Generous paid time off
- Team Work
- Professional Development opportunities
- Work/Life Balance and Supportive Culture

#### About the Role:

Under the direction of the Director of Integrated Care, the Manager, Primary Care Services, is responsible for the day-to-day management of RCHS's primary care programs, ensuring the delivery of high-quality, evidence-based, client-centered care. This role champions RCHS's core values and competencies, leads and supports an interdisciplinary team, and contributes to strategic, organizational, and community initiatives.

**Submit your cover letter and resume by October 10, 2025**

To Human Resources [hr@rideauchs.ca](mailto:hr@rideauchs.ca)

All applications are considered confidential.

RCHS is accountable to employees, clients and to the government of Ontario for meeting the standards set by the Accessibility for Ontarians with Disabilities Act, 2005 ("AODA") and its regulations. RCHS is an equal opportunity employer, respecting and embracing the needs and diversity of our employees. If you require an accommodation to fully participate in the hiring process, please call 613-269-3400, ext. 228.

**POSITION TITLE:** Manager Primary Care Services

**DEPARTMENT:** Primary Care

**REPORTS TO:** Director, Integrated Care

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**SUMMARY OF JOB:**

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**KEY RESPONSIBILITIES:**

**1. Core Values and Competencies**

- Model and promote behaviours that align with RCHS's values, competencies, and Code of Conduct.
- Empower others to integrate values into daily practice and address behaviours inconsistent with these standards.
- Foster collaborative, interdisciplinary teamwork and a positive, respectful work environment.
- Promote health equity, recognize social determinants of health, and value community diversity.
- Contribute to research, data analysis, and organizational learning.
- Maintain professional competence and support student/volunteer placements.

**2. Team Management**

- Develop team work plans aligned with departmental and organizational priorities. Oversee HR processes including recruitment, onboarding, performance appraisals, training, and succession planning.
- Monitor and enforce compliance with legislation, professional standards, HR policies, and accreditation requirements.
- Build team capacity through staff development, engagement, and people-focused initiatives.
- Support Occupational Health and Safety compliance.

**3. Leadership & Organizational Support**

- Identify service trends, challenges, and opportunities, and advise the Director.
- Contribute to organizational advocacy, strategy, and communications.
- Participate in Quality Improvement, Risk Management, and operational planning.
- Monitor budgets and resources, ensuring accountability and efficiency.
- Support reporting requirements (funder, board, monitoring, QIP, etc.).

#### **4. Service Delivery & Quality**

- Plan, implement, monitor, and evaluate primary care service delivery.
- Ensure evidence-based clinical practices and address health equity.
- Support staff in delivering quality services to complex, vulnerable clients.
- Lead quality improvement initiatives and policy development.
- Collaborate with internal/external partners to integrate services and strengthen community health.

#### **5. Community Engagement & Health Promotion**

- Collaborate with community members and organizations to identify health priorities.
- Strengthen programming to address service gaps and support referral pathways.
- Share knowledge of community resources with staff and clients.

#### **6. Project Management**

- Apply project management approaches to ensure effective planning, implementation, and evaluation.
- Foster stakeholder engagement and collaboration.

#### **COMMON RESPONSIBILITIES:**

- Work in a manner that preserves confidentiality and seeks to minimize risk
- Work in a manner that incorporates health promotion and recognizes the determinants of health
- Incorporate and strengthen collaborative and interdisciplinary teamwork
- Respect and value the diversity of communities and individuals
- Maintain competence and professional licence to practice
- Support the student and volunteer placement programs
- Promote awareness of and participate in RCHS activities
- Contribute to the work by participating in meetings and committees
- Work both regular and extended hours of operation in locations identified by RCHS
- Contribute to RCHS' practices of hiring, orienting, training and mentoring staff
- Contribute to the efforts to secure and maximize resources for current and new programs, services and activities
- Participate in efforts to enhance capacity through staff development
- Support and comply with the Occupational Health and Safety policies and procedures
- Reducing risk by contributing to a safe workplace
- Working in a manner that preserves confidentiality
- Adherence to RCHS policies and procedures and relevant legislation, as well as the standards of practice of regulatory bodies where applicable

#### **WORK ENVIRONMENT:**

- Ability to work during operational hours in locations identified by RCHS; and, only as required, ability to occasionally work outside regular operating hours.
- Willingness and ability to travel to all sites.

## **POSITION QUALIFICATIONS:**

### **Education:**

- University Degree in Health Sciences, Management, or equivalent combination of education and experience.
- Regulated Health Professional designation required.

### **Experience:**

- Significant experience in planning, evaluation, and quality monitoring of primary health care.
- Demonstrated ability to lead teams and achieve service deliverables.
- Management or leadership experience in clinical and/or community-based health care.
- Experience with dental programs is an asset.
- Knowledge of Infection Prevention and Control (IPAC) preferred.

### **Other:**

- Valid Driver's license
- Canadian criminal record check and a vulnerable sector check that are satisfactory to RCHS