Clinical Services Manager

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Clinical Services Manager

Community Healthcare Partnership Program, Department of Clinical Studies, Ontario Veterinary College

Temporary full-time from May 2021 to April 30, 2023
Hiring #: 2021-0169

Please read the Application Instructions [1] before applying

The Kim & Stu Lang Community Healthcare Partnership Program (CHPP) aims to identify, understand and remove barriers that impede access to healthcare for animals. The project is a major curricular innovation that will provide increased experiential learning for student veterinarians while providing veterinary healthcare to pets in disadvantaged communities. The CHPP will provide veterinary care to pets in Indigenous communities (First Nations, Inuit, Metis- on and off reserve, in Southern and Northern remote Ontario), pets of urban families experiencing housing insecurity, and to homeless animals in animal shelters in our region.

The Clinical Services Manager of the Community Healthcare Partnership Program will provide key leadership skills to support the CHPP Veterinary Director and CHPP project. The key areas of responsibility include:

- Collaboration with the Veterinary Director when required in making key programmatic decisions and developing strategic direction of the program;
- Providing leadership and key communication (along with the Veterinary Director and others) between the program and the communities and clients that it supports and managing and responding directly to clients and community leaders or problem solving and triaging requests for support to appropriate program resources or contacts;
- Communicating with community partners and stakeholders (with Veterinary Director) related to event planning and relationship building;
- With guidance from the Veterinary Director, ensuring operational success of remote clinical activities that ensure optimal patient safety, client satisfaction, and deliver on key expectations of community leaders and members and the student learners participating;
- Problem solving (along with Veterinary Director) issues that arise before, during and after planned events using innovative solutions and effective, culturally appropriate, and customer centric communication;
- Travel planning for staff and students to remote locations for outreach activities;
- Managing the daily and ongoing operational activities of the program's equipment, supplies, and expendable resources and assisting the Veterinary Director in managing the logistics of human resources (staff, graduate students, professional students, volunteers) in clinical outreach projects;
- Collecting data and ensuring that it is entered into the appropriate University of Guelph systems for reporting and ongoing assessment of the program's success;
- Under the guidance of the Veterinary Director, synthesizing data and making recommendations in reports on the impact and key performance indicators of the program;
- Tracking revenue and managing and reporting according to University of Guelph systems and standards;
- In consultation with the Director and the OVC Communications group, directing the public communications strategy of the program including website and social media platforms and ensuring that they contain relevant and timely updated information that is accessible and meeting the needs of the target stakeholders;
- Providing instruction to student veterinarians on basic technical skills, safe use of equipment and supplies, and role modelling intercultural communication skills;
- Supporting and scheduling human health services to be co-delivered with veterinary care in a One-Health

model of delivery.

Requirements for this position include:

- Diploma in animal health technology or equivalent, plus three years of previous clinical patient/client care experience as a veterinary technician/technologist, or an equivalent combination of education and experience;
- Current or eligible to be licensed as a veterinary technician in Ontario;
- Strong skills in respectful communication with people with different cultural and socioeconomic identities;
- Strong organizational skills and the proven ability to manage multiple projects, workflows and timelines;
- Ability to work effectively and demonstrate composure under pressure/stressful conditions and to meet multiple and competing deadlines;
- Ability to adapt to change and problem solve within a context of complexity and ambiguity;
- Excellent communication and writing skills;
- Resourcefulness;
- Ability to work independently and as part of a team;
- Strong proficiency with a variety of computer software applications including word processing, spreadsheet, database management, social media and web software;
- A protective rabies titre is required;
- Some overnight travel within Ontario for multiple days at a time is required.

The incumbent will be expected to work a 35-hour work week with occasional scheduling flexibility for evening and weekend assistance as specific activities require.

This appointment is regularly performed on- campus but will be initially fulfilled remotely (off-campus) until the University resumes its regular operations.

Classification P02
Professional/Managerial Salary Bands [2]

At the University of Guelph, fostering a culture of inclusion ***[3] is an institutional imperative. The University invites and encourages applications from all qualified individuals, including from groups that are traditionally underrepresented in employment, who may contribute to further diversification of our Institution.***

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