



## Bilingual Team Lead - Coordination and Access

The [Carrefour communautaire francophone de London \(CCFL\)](#) is seeking a bilingual self-starter who has a passion for community development and is motivated by the prospect of ensuring the success of the Regional Francophone Community Health and Social Services Hub (Hub). The innovative project aims to facilitate the offer of French services to the region's French speaking community and improve access to health related information, programs and services.

This project, spearheaded by [Accès Franco-Santé London](#), originated from a partnership with the [London InterCommunity Health Centre](#). Accès Franco-Santé London is the gateway through which the community can access French health related resources seamlessly and in a coordinated manner.

**Full-time position** - 37.5 hours per week

**Location** - 920 Huron St, London, ON

**Annual salary** - \$58 000 to \$ 61 000 plus benefits

**Start date** - May 3, 2021

**Deadline to submit your application** - March 31, 2021

### Position Summary

As the Team Lead, Coordination and Access, you will be instrumental to the Hub's success. You will coordinate the Hub's day to day activities as well as lead the development of the standards, procedures and plans that will drive how the Hub will achieve its goal of facilitating French speaking community members' access to programs, services, resources and information related to their health and well-being.

Your entrepreneurial spirit and collaborative approach will enable you to liaise with community members, partners and service providers to improve the experience of French speaking community members seeking to access social and health related resources in French. You will leverage your communication and leadership skills to engage stakeholders around a common vision and foster partnerships that ensure the Hub achieves its goal of improving French speaking community members' ability to navigate the health system and seamlessly accessing health, mental health and addictions, social and wellbeing services.

## Key Responsibilities

### Development, Implementation and Evaluation

In collaboration with the Hub's stakeholders :

- Lead the development of various plans, processes and protocols to inform how the Hub delivers its programs and services, including the development and implementation of the Hub's standard operating procedures, operational plan, outreach strategy and communications plan
- Lead the development of programs and services offered by the Hub
- Establish and implement service standards
- Propose key performance indicators to track and monitor the Hub's effectiveness
- Evaluate the various programs and services offered by the Hub as well as the Hub as a system
- Monitor service levels and ensure the provision of safe, high quality services that are client and community centred
- Prepare and submit monthly reports tracking progress against desired results

### Program and Service Delivery

- Ensure partners are fulfilling their commitments to the Hub
- Coordinate the day to day supervision of staff delivering services, including creation and management of schedules
- Participate in the performance appraisals of partners' staff as related to their role at the Hub
- Support the development of competencies and skills in staff to perform the duties of the role in partnership with staff's agency
- Ensure the development of workshops on topics identified by clients and community as a priority
- Coordinate the delivery of health promotion workshops (e.g. MH&A, flu shot clinics, etc.)

### Community Liaison and Stakeholder Engagement

- Advocate, on behalf of clients and community, to ensure that community supports, health and social services, especially mental health services, are accessible
- Develop new partnerships and strengthen existing relationships with Hub partners
- Develop processes to identify and refer francophone patients including those who would benefit most from Coordinated Care Planning (CCP)

## Qualifications

### Education and Experience

- Degree in Social Sciences, Humanities, Health or Business from a recognized college or university; or equivalent combination of post secondary education and relevant experience
- Certification in leadership/management or program development and evaluation is an asset
- Minimum of 3 years of relevant experience, including
  - Experience in program development, implementation and evaluation
  - Experience mobilizing and engaging stakeholders of varying backgrounds and ideologies towards common objectives
  - Experience leading a diverse team, coaching staff, resolving conflicts and team building
  - Experience developing and implementing outreach strategies

## Knowledge

- Knowledge of the francophone community in London is an asset
- Knowledge of the social determinants of health is an asset
- Knowledge of the health and wellness services and needs within French speaking community in London is an asset

## Competencies

- Excellent written and oral communication skills in French and English
- Highly developed facilitation, collaboration and leadership skills
- Highly self-directed and resourceful
- Able to work autonomously and think strategically
- Able to multitask, set priorities and adapt to change
- Able to clearly communicate a vision and rally people around a common goal
- Able to develop partnerships and establish effective relationships
- Able to resolve conflicts
- Able to propose creative and innovative approaches to problem solving
- Able to work with diverse communities with respect, sensitivity, creativity, innovation and cultural understanding
- Proficiency in Microsoft Office and Project management tools

## Additional requirements

- As the Team Leader will be expected to travel within the city of London regularly and, at times, outside of London, a valid driver's license and access to a car are required.
- Availability to work outside of regular business hours

If you feel compelled by the prospect of building a hub that will make a difference in the lives of French speaking community members in the London area, please submit your application by [March 31, 2021](#) by following this [link](#). As part of the application process, you will be asked to submit a short bilingual (English and French) video.

We thank you for your interest in this offer. Only candidates selected for the next step will be contacted. All applications will be treated with the strictest confidentiality.