



Director, Clinical Services, Physician Health Program

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The Ontario Medical Association (OMA) advocates for and supports doctors, seeking to strengthen their leadership role in caring for patients. We continually seek to be the trusted voice in transforming Ontario's health-care system by courageously pursuing best practices, new ideas, solutions, and opportunities to improve.

Job summary

Our **Physician Health Program (PHP)** provides a wide range of services to doctors, residents and medical students across the province and supportive services to family members. PHP services align with the core principle that physician health matters and that education, early intervention and treatment are important in sustaining a healthy medical community. PHP's services to members include promoting physician health literacy and peer support, timely connections to mental health and addiction treatment and support; formal assessments; and an accountability program that supports and advocates for physicians and students in meeting their accountability requirements and safely continuing or returning to training and practice.

The **Director, Clinical Services**, is responsible for **providing clinical support and services** to the program's clients with substance use, mental health concerns, and/or difficulties in the workplace, **directing, supervising and supporting** the services delivered by members of the clinical team (clinical coordinators), and **as a member of the extended leadership team, co-leading** the development and execution of PHP services.

How you will make a difference

- **Directly providing clinical services** to support the health and wellness of individual physicians, medical students, residents, family members, and other regulated health professionals seeking support from and/or enrolled with the PHP program for mental health conditions and/or substance use disorders. This includes managing individual cases and providing expert advice on cases managed by other clinicians on the team.
- **Directing and Supervising the Clinical Services provided by clinical coordinators (direct reports) including:**
 1. Overseeing case assignments and their distribution and monitoring workloads, ensuring clinical services are appropriately delivered and effectively managed consistent with best practices, PHP policies, and the integration of equity, diversity, and inclusion principles.
 2. Providing advice on complex cases including risk assessments and mitigation strategies.

3. Co-leading the development and evaluation of policies in the context of regulatory and clinical trends and practice requirements.
 4. Coordinating the Clinical Advisory Panel
- **Supporting Clinical Staff** to ensure high levels of engagement and performance including:
 1. Sustaining a culture of psychological safety that fosters robust communication, including healthy disagreement.
 2. Ensuring clinical staff have the coaching and tools to follow best practices/adhere to policies and standards.
 3. Promoting a culture of well-being within the clinical team, recognizing the emotional demands of CCs working in a highly safety-sensitive service.
 4. Mentoring and advocating for and supporting meaningful professional development and training including opportunities for growth and succession planning.
 5. Establishing and developing clear markers/measurements for performance
 6. Liaising with PHP extended leadership and Human Resources to manage recruitment and on-boarding activities.
 - **As a member of the extended leadership group, co-leads** the coordination, development, visioning, and implementation of **PHP wellness and clinical programs and projects**, including:
 1. Researching and providing input regarding physician health topics of current interest.
 2. Determining project scope and objectives, and evaluating effectiveness, managing deliverables, timelines, resources and related budgets.
 3. Resolving issues and preparing and presenting status/progress reports.

Requirements that are important to us

- Master's degree in health sciences, Social Work, Occupational Therapy, Nursing, Psychology or equivalent.
- 10 years relevant experience within a clinical field. Experience must include support for a regulated health professional as well as in-depth experience assisting clients with mental health conditions and addictions
- Mental Health & Addiction Certification or equivalent

The OMA has moved to a permanent hybrid work environment. As such, the individual in this position will be required to work a minimum number of days in our Toronto office.

What do we have to offer you?

- A work environment whose values are to be respectful, bold, responsive, and transparent in our work and our behaviours

- A fantastic opportunity to grow with the team and help shape the strategic direction of the OMA, its members and the health-care system
- An organization that is committed to the equity, diversity and inclusion principles of humility, accountability, collaboration, courage and integrity
- A commitment to growth and development through paid professional development and continuous in-house learning
- A friendly and flexible hybrid work environment
- Competitive salary and bonus program
- Exceptional group benefits package, including a spending account and a robust wellness program
- An organization that has been recognized as a [Greater Toronto's Top Employers](#) for five consecutive years.

As a condition of employment, OMA conducts background checks and reference checks for all open positions.



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All applications must be submitted through this link [here](#)

The Ontario Medical Association is strongly committed to diversity within its community and welcomes applications from racialized persons/persons of colour, women, Indigenous People of North America, persons with disabilities, LGBTQ2S+ persons, and others who may contribute to the further diversification of ideas. In accordance with the AODA Act, accommodation will be provided throughout the recruitment process to applicants with disabilities.