

Position: Senior Lead, Organization Development
Permanent (0.4 FTE)

Reports to:

Executive Director

The **Burlington Family Health Team** is looking for a Senior Lead, Organization Development to advance strategic projects and operational effectiveness. This role is a non-clinical leadership position that focuses on development and implementation of organizational policies and processes, drives cross-functional projects, enhances communication and workflow systems and drives improvements that support a quality care. The ideal candidate brings deep sector knowledge and leadership experience to support governance, change management and continuous quality improvement across the organization.

Key responsibilities include:

- Work as a member of the BFHT to support our clinical teams in the delivery of quality primary care
- Lead the review, development, and implementation of BFHT policies and procedures, ensuring alignment with legislation, regulations and sector best practices.
- Serve as a key advisor to the Executive Director on policy-related risks, gaps, and opportunities.
- Oversee version control and governance of organizational documentation.
- Develop and update job descriptions and job postings, ensuring alignment with organizational structure and role clarity.
- Contribute to workforce planning, onboarding frameworks, and knowledge transfer strategies.
- Lead and/or oversee strategic initiatives including program development, quality improvement, evaluation, and strategic planning.
- Develop and implement project charters, timelines, and reporting tools in collaboration with clinical and administrative leads.
- Design and develop internal and external communication tools, including brochures, flyers, slide decks, and stakeholder-facing materials.
- Strengthen organizational communication strategies and ensure alignment with BFHT's visual identity.
- Oversee the creation and maintenance of operational manuals, SOPs, and toolkits.
- Lead capacity-building initiatives including workshops, facilitated discussions, and learning resources.
- Collaborate with leadership and teams to assess and improve administrative workflows.
- Facilitate interprofessional discussions, planning sessions, and improvement initiatives.

QUALIFICATIONS:

- Masters Degree (or equivalent) in health administration, public policy, communications, or a related discipline.
- Minimum 15 years of progressive leadership experience in primary care settings and/or community-based healthcare.
- Demonstrated commitment to advancing quality patient care in an interdisciplinary primary care environment
- Demonstrated expertise in policy development, organizational design, project leadership, and healthcare administration.
- Exceptional written communication skills with proven ability to produce high-quality documents, including policies, communications, and manuals.
- Highly skilled in stakeholder engagement, group facilitation, and cross-functional collaboration.
- Demonstrated sound judgement, decision-making, and cross-functional collaboration.
- Advanced proficiency in Microsoft Office, Canva or design tools, and document management systems.
- Excellent oral communications skills and ability to work effectively and collaboratively as a member of the team
- Strong understanding of Ontario Ministry of Health funding, healthcare services, accountability and reporting frameworks, and governance structures.
- Proactive and adaptable, with a demonstrated ability to work independently while advancing organizational goals.
- Strong commitment to confidentiality, professionalism and team-based care.
- Demonstrated ability to integrate equity, diversity and inclusion (EDI) principles and anti-oppressive practices.

To Apply:

Please forward a cover letter as well as curriculum vitae to:

Burlington Family Health Team

Location: Burlington, Ontario

Email address: humanresources@burlingtonfht.com

Website: www.burlingtonfht.com

We thank all who apply however only those selected for an interview will be contacted. *No phone calls please.*