



Central Community Health Centre

(Serving: St. Thomas, Central Elgin, Township of Southwold)

Chief Executive Officer (CEO)

Central Community Health Centre (CCHC) is a charitable organization whose purpose is the delivery of comprehensive and integrated primary health care, illness prevention and health promotion through community programs and support to individuals and families in St. Thomas, Central Elgin and the Township of Southwold. Program development and delivery is through a trauma lens and focused on addressing the social determinants of health.

Hours of Work: 37.5 hours. Flexibility to work outside of regular office hours, including evenings, and weekends and work off site is required

Summary of Position

The CEO understands and embodies the Mission, Vision and Values of the organization
Provides overall leadership and administers all aspects of the Central Community Health Centre by interpreting and implementing Board policies and strategic directions.
Is a member of the Board of Directors, ex-officio without vote

Primary Responsibilities

Strategic Leadership

1. Serves as the organization's ambassador by ensuring the CCHC Vision, Mission and Values are being met in the day-to-day operations of the organization
2. Provides leadership to all operations, human and financial resources, facilities and programs of the organization, in accordance with the organization's strategic plan and accreditation requirements
3. Ensures that CCHC priority populations are consulted and engaged in the organization through volunteer opportunities, focus groups, and external functions as appropriate
4. Develops and implements an operational plan that is aligned with the organization's overall goals, objectives and strategic plan
5. Ensures an optimal level and quality of service delivery is in place, to meet the needs of CCHC's priority populations
6. Monitors and analyzes trends, demographics and other sources of internal and external information, in relation to their impact on the organization
7. Ensures that needs assessments of various target groups are conducted and appropriate programs and services are planned and implemented by front line staff in response to community needs

8. Advocates for healthy public policy and access to resources required to support CCHC's priority populations or broader community issues, in accordance with the Social Determinants of Health
9. Represents the organization to other organizations, the media and the public at large
10. Contributes to the development and promotion of CCHC in St. Thomas, Central Elgin and the Township of Southwold
11. Encourages CCHC participation on local and provincial committees that help advance the CCHC model

Systems Development

1. Ensures the development, maintenance and auditing of a comprehensive and confidential system of corporate, human resources, financial and client care records as it pertains to relevant legislation
2. Ensures the development and update of management information systems in the areas of policy, statistics and service delivery
3. Ensures confidentiality of all health information by monitoring the development, maintenance and auditing of a comprehensive system of records for the CCHC
4. Ensures the development and implementation of evaluation systems related to all aspects of the organization to meet funder performance indicators/standards
5. Develops, establishes and implements review processes for organizational policies and procedures
6. Ensures mechanisms are in place to regularly inform the community at large of organizational activities.

Board Liaison

1. Provides resources and advice to the Board of Directors to support their governance responsibilities
2. Helps facilitate Board decision-making through the provision of administrative support and appropriate and accurate research, statistics, and advice
3. Implements the policy decisions and directives of the Board of Directors
4. Acts as a resource to the development and leads the implementation of the organization's strategic plan
5. Upholds and adheres to the bylaws of the organization
6. Reports regularly to the Board of Directors and otherwise ensures that the board is informed of appropriate organization activities
7. Advises the Board of Directors in a timely fashion of any development which may affect the reputation of the organization
8. Acts in accordance with the limitations of the CEO position, as defined in board policy

Human Resources

1. Ensures adequate levels of staff are in place to meet organizational and community needs by attracting, hiring, credentialing, developing and maintaining competent staff in accordance with the Ontario Human Rights Code and other applicable legislation
2. Develops and sustains a productive and inclusive work environment.
3. Ensures systems are in place to evaluate staff performance
4. Monitors the organization's administration of employee benefits
5. Ensures a system is in place to oversee the management of volunteers, including volunteer recruitment, training, supervision and recognition
6. Ensures a system is in place to support student placements as appropriate
7. Incorporates and strengthens an interdisciplinary approach to the organization's work

Financial Management

1. Develops the annual budget in accordance with the organization's strategic plan
2. Responsible for the financial resources of the organization in collaboration with the Board of Directors
3. Ensures that the annual audit, and any reports required by various funders, are submitted in a timely fashion
4. Approves all financial distributions and monitors all financial activities of the organization to ensure expenditures conform with the approved budget
5. Oversees the submission of funding proposals and budget submissions for federal, provincial, municipal levels of government, foundations, local service clubs, faith communities, etc.

Community Partnerships

1. Develops and maintains positive and strategic partnerships with businesses, funders, community organizations, institutions and the community at large
2. Liaises with community agencies and organizations for the purpose of developing partnerships, planning, support, programs and service delivery, referral and increasing community awareness and providing leadership to the community
3. Liaises with community representatives and service agencies, participating in committees, task forces and the Boards of Directors of community and network organizations

Accountability

This position reports to the Board of Directors, through the position of Chair or Co-Chair

Qualifications

1. Graduate degree from a recognized university in business, public or health administration, human services or a combination of an undergraduate degree with at least five years of senior management experience

2. Five years of progressive senior management responsibility in a community health or social services setting
3. Thorough knowledge and experience in program development, implementation, monitoring and evaluation
4. Demonstrated commitment to and knowledge of community participation and community-based health care
5. Proven ability to establish and maintain productive relationships with other community• based organizations, a volunteer Board of Directors, and government agencies
6. A minimum of 5 years' experience with budget negotiation and management, program administration and financial development
7. Demonstrated ability to work effectively in a multi-disciplinary team environment
8. Excellent communication, interpersonal and leadership skills
9. Ability to thrive in an ever-changing environment
10. Sound knowledge and application of human resource management and financial/accounting policies and principles
11. Proficiency in the use of computers and various software applications
12. Must have a valid Ontario Driver's Licence and access to reliable transportation.

Upholding Standards

Upholding Organizational Beliefs and Values and the Health Promotion Model

1. Knowledgeable about the organization's Vision, Mission, principles and organizational philosophy, and incorporates these beliefs into everyday work
2. Works in a manner that incorporates health promotion and recognizes the social determinants of health
3. Understands and respects the process by which the community is involved in decision making
4. Engages volunteers, participants and/or clients in leadership and/or capacity development opportunities wherever possible
5. Works to reduce barriers to access (e.g. transportation, childcare, hours of service, etc.)
6. Ensures that use of personal information acquired in the line of duty complies with CCHC's privacy policies

Organizational Excellence

1. Provides a welcoming and supportive environment for participants and individuals served
2. Acts with professionalism and courtesy toward the public, colleagues, participants and individuals served by CCHC
3. Works in a manner that preserves, maintains and respects confidentiality of participants, volunteers, clients and staff

4. Respects and values the diversity of communities and individuals
5. Contributes to the development and promotion of CCHC in St. Thomas, Central Elgin and Township of Southold
6. Maintains and develops professional competence through appropriate continuing education and/or professional development

Occupational Health and Safety

1. Works in a manner that meets all Health and Safety requirements to ensure a healthy and safe workplace
2. Takes and maintains required training (e.g. WHMIS, FirstAid)

Organizational Duties and Responsibilities

1. Works in a manner that promotes and maintains the reputation of the organization and minimizes risk of harm and/or liability to the organization
2. Works in a manner that complies with the organization's Human Resource Manual
3. Contributes to the organization's endeavours to collect, analyze and report on data, and participate in research
4. Contributes to the organization's efforts to secure and maximize resources for current and new programs, services and activities
5. Performs other duties that support the mission/mandate of the organization as assigned by the Board of Directors.

Revised: October 2025