



Job Title	Director, Interdisciplinary Primary Care
Reports to	Executive Director
Incumbent	
Date Issued	February 25, 2026

At Support House, we open doors, minds, and possibilities. We build opportunities, we inspire change, and we transform health care. We believe everyone deserves support.

Support House is directed by our core values. They guide our agency's decisions and actions, unite our staff, define our brand, and inspire our culture. We connect by building meaningful relationships. We put people first by supporting them to direct their own path. We focus on holistic wellness. We foster engagement through designing housing, supports and the system together.

Support House offers supportive housing, primary care, community outreach, peer support and building system capacity.

Diversity, Equity, and Inclusion

Support House is committed to leveraging the diverse backgrounds, experiences, and perspectives of our employees in order to provide services to the diverse communities we serve and encourages applications from all qualified candidates.

The main purpose of this position

The Director, Interdisciplinary Primary Care provides strategic and operational leadership to advance equitable primary care attachment through an interdisciplinary primary care team and supported attachment staff. The team delivers client-directed, trauma-informed, and harm reduction-based care to individuals experiencing multiple barriers including homelessness and housing instability, in Halton.

This role is responsible for strengthening primary care attachment across the Halton region and improving access to services for individuals with complex health needs, including mental health and substance use concerns, justice involvement, and chronic medical conditions. The Director's direct reports include the Interprofessional Primary Care Team and Supported Attachment Leadership, and the role ensures alignment of clinical and operational priorities across these teams.

The Director ensures clinical excellence, drives quality improvement, supports staff development, and cultivates strong system partnerships, while aligning services with organizational priorities and broader Ontario Health Team initiatives.

Responsibilities

Strategic & Clinical Leadership

- Provide overall leadership, direction, and oversight to interdisciplinary primary care teams.
- Champion a client-directed, harm reduction, and trauma-informed approach to care delivery.
- Ensure clinical services reflect current best practices and high professional standards.
- Lead ongoing quality assurance and quality improvement initiatives.
- Monitor clinical outcomes, identify service gaps, and implement evidence-informed improvements.
- Develop, review, and revise clinical policies, protocols, and pathways as needed.
- Support integrated care planning across primary care, other Support House programs and services, and community partners.
- Contribute to business planning and funding strategies to ensure program sustainability and growth.
- Represent the organization in system planning tables and regional collaborations.
- Work closely with the Executive Director to strengthen, sustain, and expand Support House's primary care portfolio.

Operational & Team Leadership

- Directly supervise assigned clinical staff, including performance management, evaluations, coaching, and professional development planning.
- Foster a collaborative, psychologically safe, and accountable team culture.
- Lead regular care coordination meetings and clinical case conferences.
- Provide consultation on complex cases and support crisis response as required.
- Ensure compliance with relevant legislation, professional standards, and agency policies.
- Oversee appropriate documentation, data collection, and reporting processes.
- Promote interprofessional collaboration across internal teams, including the Response Team and other support services.
- Ensure Ontario Health performance targets and operational/budget requirements are met.
- Participate as a member of the Senior Leadership Team, contributing to organizational decisions, strategic planning, and working with the Board of Directors, including participation on Board sub-committees.

System & Community Partnership

- Build and maintain strong partnerships with primary care providers, hospitals, mental health and addiction services, justice system partners, and other community organizations.
- Advocate for equitable access to health services for individuals experiencing multiple barriers, including those without an active health card.
- Disseminate best practices within the organization and across system partners.
- Participate in Communities of Practice and sector-wide initiatives.

Equity, Inclusion & Reflective Practice

- Demonstrate leadership in applying principles of equity, intersectionality, and anti-oppressive practice.
- Support culturally responsive and linguistically appropriate care approaches.
- Engage in ongoing self-reflection regarding power, privilege, and positionality in

- leadership.
- Promote staff wellness and sustainable workload practices.

Knowledge and skills necessary to be successful in this role

- Minimum 5+ years of progressive and strategic leadership experience in clinical or community health settings.
- Graduate degree in Public Health, Business Administration, or a related field, and/or an equivalent combination of education and experience.
- Registration in good standing with a relevant regulatory college is considered an asset.
- Comprehensive experience in system planning
- Demonstrated skills, experience and training in quality improvement
- Demonstrated experience working with individuals experiencing multiple barriers to accessing healthcare including homelessness, substance use, mental health concerns, and justice involvement.
- Proven capacity to effectively manage high-pressure situations and competing priorities.
- Strong knowledge of harm reduction and trauma-informed practices.
- Demonstrated experience in community engagement and co-design, including with individuals with lived and living experience.
- Experience leading interdisciplinary teams in complex, community-based environments.
- Proven ability to implement policy, manage risk, and ensure regulatory compliance.
- Experience in crisis intervention, mediation, and de-escalation.
- Strong understanding of PHIPA and health privacy requirements.
- Experience with Electronic Health Records and data-informed decision-making.
- Excellent leadership skills, including written, verbal, and interpersonal communication.
- Valid driver's license and access to a vehicle required.

Working conditions

- Full-time position requiring flexibility, including occasional evenings or weekends.
- Combination of office-based, community-based, and system-level engagement work.
- Support House prioritizes flexibility, collaboration, and work-life balance.

If you or someone you know is interested in this position, please submit a letter of interest and current resume to hr@supporthouse.ca by Friday, March 20, 2026.