



Southwest Ontario
Aboriginal Health
Access Centre

FT Senior Manager, Client Care

Status:	Full-time, Permanent
Location:	London, ON
Hours:	35 hours per week
Salary:	\$118,041 – \$147,552 per year
Paid Time Off:	3 weeks' vacation, 1 week Management Compensation for Overtime (MCO), 12 health days, 3 personal days, 5 spiritual/cultural development days, professional development opportunities and your birthday off
Benefits:	Comprehensive health, dental, life insurance and more
Pension:	HOOPP (defined benefit pension plan)
Posting Date:	June 17, 2026
Application Deadline:	Open until filled

About SOAHAC

Southwest Ontario Aboriginal Health Access Centre (SOAHAC) is a diverse, dynamic, multi-service Indigenous health and wellness organization. We provide wholistic, culturally grounded care by integrating traditional Indigenous healing and western health practices to support balance and wellness for individuals, families and communities.

SOAHAC's London site serves First Nations (on- and off-reserve), Inuit and Métis peoples in and around the City of London. SOAHAC provides culturally safe, trauma-informed, relationship-based care that supports balance across the physical, mental, emotional and spiritual aspects of wellness. We work in partnership with Indigenous communities, Elders, Traditional Healers, Knowledge Keepers and interdisciplinary care teams to strengthen wellness, belonging and self-determination.

Position Summary

As a member of the Senior Leadership Team, the Senior Manager, Client Care is responsible for the strategic leadership, operational oversight and continuous improvement of clinical and integrated health services across the organization.

Working within an Indigenous-led, wholistic model of care, the Senior Manager provides leadership to Integrated Care Managers and interdisciplinary teams to ensure the delivery of culturally safe, trauma-informed, relationship-based care that integrates Traditional Healing and western health approaches.

Working collaboratively with other Senior Leaders, the Senior Manager, Client Care ensures the delivery of high-quality services while maintaining fiscal accountability across multiple teams, office locations and clinics. The role is responsible for ensuring services are delivered in accordance with professional standards, contractual obligations, organizational priorities and applicable legislation.

The Senior Manager actively supports the development of leaders and teams through mentorship, coaching and education while fostering a culture of relational accountability, continuous quality improvement, collaboration and service excellence. The position serves as a key organizational leader and representative in Indigenous health, building relationships with communities, partners and health system stakeholders to advance integrated, culturally grounded models of care.

Responsibilities

Leadership and Strategic Planning

- Provide strategic leadership for clinical and integrated health services in alignment with SOAHAC's mission, strategic plan and Indigenous-led model of care.
- Lead and support organizational initiatives, service improvements and strategic projects that advance quality, access and integrated care delivery.
- Foster a culture of relational leadership, accountability, collaboration, continuous learning and service excellence.
- Promote culturally safe, trauma-informed and wholistic approaches to care that integrate Traditional Healing and western health services.

Operational Planning, Management and Delivery

- Oversee the operational delivery of health and wellness services across multiple regions, teams and service locations.
- Provide leadership, mentorship and support to Integrated Care Managers to ensure effective program operations, service delivery and people leadership.
- Support primary care service delivery by providing guidance related to clinic operations, interdisciplinary care models, access improvement and integrated care planning.
- Strategically manage human, financial and operational resources to achieve organizational objectives and ensure the effective use of resources.
- Collaborate with organizational leaders to support quality improvement, organizational accountability and culturally responsive care.
- Ensure compliance with professional standards, organizational policies, contractual obligations and applicable legislation.
- Respond to emerging operational issues, risks and service delivery challenges, including emergency and crisis situations.

Stakeholder Relations

- Build and maintain strong relationships with Indigenous communities, Elders, Traditional Healers, Knowledge Keepers, health system partners and external stakeholders.
- Collaborate with internal and external partners to strengthen service integration, health equity and Indigenous health outcomes.
- Represent SOAHAC on relevant committees, working groups and community initiatives.
- Provide leadership and expertise in Indigenous health and integrated models of care.

Qualifications & Experience

- A university degree in a health-related field or discipline.
- Registration with a regulated health profession is strongly preferred. Registered Nurse (RN) designation and experience within primary care, community health or interdisciplinary clinical service delivery are considered significant assets.
- Significant recent and relevant senior leadership experience within a health care organization, preferably in an Indigenous health setting, typically acquired through seven (7) or more years of progressive leadership experience.
- Demonstrated experience leading or supporting primary care services, community health programs or interdisciplinary clinical teams, with a strong understanding of primary care operations, provider workflows, access management and integrated models of care.

- Experience providing leadership, mentorship and support to leaders responsible for clinical service delivery and multidisciplinary health care teams.
- Experience developing and implementing strategic plans, operational plans and organizational priorities within a complex multi-stakeholder environment.
- Strong understanding of health system integration, quality improvement principles and service delivery within community-based health care settings.
- Demonstrated success leading interdisciplinary teams through collaboration, change management and continuous improvement initiatives.
- Experience working respectfully with First Nations, Inuit and Métis peoples, communities and organizations.
- Knowledge of Indigenous determinants of health, cultural safety, trauma-informed care and Indigenous-led models of wellness.
- Demonstrated commitment to relational leadership, cultural humility, reflective practice and continuous learning.
- Proficiency with Microsoft Office and electronic medical record systems
- Valid driver's license, reliable vehicle and ability to travel within the London region, as well to other SOAHAC sites or provincially
- Satisfactory and current Police Record Check is required
- Up-to-date immunization documentation in accordance with organizational requirements

Leaders at SOAHAC are expected to model relational accountability, humility, collaboration and respect in all interactions with staff, clients, communities and partners.

This position may include additional responsibilities as required to support organizational priorities.

SOAHAC values diversity and is an equal opportunity employer. Hiring preference will be given to qualified Indigenous applicants (please self-identify). SOAHAC is committed to providing accommodation in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA). If you require accommodation during the recruitment process, please advise Human Resources.

To Apply:

Please submit your resume and cover letter through the link below:

[Senior Manager, Client Care | Dayforce Jobs](#)

Alternatively, you may send your application directly to careers@soahac.on.ca

Learn more about SOAHAC at: www.soahac.on.ca

Please note that our applicant tracking system may use automated tools, including artificial intelligence (AI), to support aspects of the recruitment process. All hiring decisions are made by our team.