



Grand River Community Health Centre

POSITION: Primary Care Coordinator

STATUS: Full- Time Permanent, 37.5 hours per week

DEPARTMENT: Management Team

POSTING DATE: August 13, 2026

EXISTING VACANCY: No

**IS ARTIFICIAL INTELLIGENCE USED FOR SCREENING OR ASSESSMENT OF CANDIDATES:
No**

GRCHC is recruiting for this new position to support primary care coordination and daily operations across the organization. GRCHC has expanded their primary care and Front Desk teams and expects further expansion in the next 2 years. This position will be an essential part of the team providing daily support and administrative direction.

The Primary Care Coordinator works collaboratively with both the Primary Care and Front Desk Teams to support the delivery of high-quality primary care services to registered clients and community members. This role provides direct, timely support to front line staff to support effective processes resulting in high-quality care.

Key responsibilities include:

- Oversight of day-to-day clinic operations; identifying pressure points and supporting problem-solving, scheduling and preliminary patient concern/inquiry.
- Site supervision at any of our GRCHC locations.
- Orientation of new staff to clinic processes and providing ongoing updates and training.
- Supporting the adoption and integration of digital health solutions.
- Supporting quality improvement initiatives.
- Ensuring consistent, efficient and effective work processes.
- Integrating AI reception and other AI tools into daily practice.
- Supporting future changes related to the EMR.
- Thriving in a fast-paced environment.

The Primary Care Coordinator reports directly to the Director of Primary Care, Mental Health and Addictions, and collaborates with the broader management team as required.

Qualifications

- Degree/Diploma in Health Administration or a related discipline or an equivalent combination of education and relevant work experience.
- Minimum 2 years of experience in a primary care setting.
- Experience working with marginalized populations.
- Demonstrated knowledge and experience in primary care, EMR use, and digital tools.
- Excellent communication skills.

Responsibilities & Skills

- Provide daily support to front desk and primary care teams related to information systems and problem-solving.
- Work collaboratively with internal teams and community partners to ensure seamless workflow.
- Demonstrated knowledge of IT, digital health solutions, and effective administrative practices.

- Strong verbal and written communication skills, organization, and time management.
- Demonstrated ability in conflict management and interpersonal relations.
- Understanding of anti-oppression principles and ability to work effectively with people of diverse cultural, age, and socioeconomic backgrounds.
- Ability to work collaboratively across teams and maintain positive relationships with service providers.
- Ability to work independently and in self-directed conditions.
- Availability to work a minimum of one evening per week.
- Ability to work at any of GRCHC's service locations

Why Work with Grand River CHC?

We value our people and are committed to fostering a **supportive, engaging, and healthy work environment**. At GRCHC, you'll be part of a **dynamic, multidisciplinary team** making a meaningful impact on the health and well-being of our community.

Our full time employee employment package includes **Pension Plan (HOOPP), Employee Assistance Program (EAP) extended health and dental benefits** with 4 weeks of vacation. We also offer **Support for Professional Development**—both time and financial support, along with **Monthly Wellness Contests and Annual Wellness Incentives**. Additionally, we host **Recognition & Appreciation Events** and celebrate **Birthdays** to ensure that our team feels valued and appreciated.

A competitive salary of \$31.49-\$37.58 per hour and benefits (including HOOPP) are offered.

Employment is conditional upon providing a police vulnerable sector check.

To pursue this opportunity, please send your resume and cover letter to Human Resources, at resumes@grchc.ca. All applications must be submitted no later than 4:30 pm on August 27, 2026.

Interview will take place in person. We appreciate your interest however; only selected candidates will be contacted to book interview times.

The Grand River Community Health Centre is an equal opportunity employer, committed to employment equity and diversity in the workplace. We welcome applications from women, members of racialized groups, visible minorities, Indigenous persons, persons with disabilities, persons of all sexual orientation, and persons of any gender identity or gender expression.

To ensure there is an equal opportunity during the recruitment and selection process, Grand River Community Health Centre provides accommodation for applicants with disabilities upon request.