



for **Partners**
Care

OPPORTUNITY BRIEF

HUB MANAGER

Cookville, Nova Scotia

SEARCH CONDUCTED BY PLACEMAKING 4G

Statement of Intention

Partners for Care (PFC) is deeply committed to equity, dignity, and belonging for people with intellectual disabilities, and to fostering a workplace grounded in inclusion, respect, and care.

We encourage applications from individuals who reflect the diversity of the communities we serve, including people who identify as Indigenous, Black, racialized, persons with disabilities, 2SLGBTQIA+, gender diverse, newcomers to Canada, and others who bring lived experience and diverse ways of knowing.

PFC recognizes that identities are intersectional and shape how people experience both barriers and opportunities. If you are comfortable, you are invited to share relevant lived experiences and your pronouns in your application.

To support an intentional and inclusive hiring experience, PFC has partnered with the Placemaking 4G (P4G) search team. P4G is committed to creating a recruitment process that is thoughtful, relational, transparent, and grounded in care.

About Partners for Care

Partners for Care (PFC) is an independent, board-governed, nonprofit partner of Nova Scotia Health, created to strengthen and support the healthcare ecosystem across Nova Scotia. Complementing Nova Scotia Health's efforts, PFC collaborates with businesses, organizations, and community partners to improve healthcare access and create positive service experiences for patients, healthcare providers, and communities.

PFC operates services and partnerships that support the broader healthcare ecosystem, including managing parking and leasing opportunities connected to healthcare environments. Through this model, **PFC creates opportunities for service-oriented and wellness-focused organizations** to operate alongside healthcare spaces in ways that enhance accessibility, convenience, and patient experience.

A key example of PFC's commitment to strengthening healthcare access in Nova Scotia is the development of **WellTide Health**, an innovative new model designed to complement the primary healthcare system through community-centred health and wellness hubs.

Mission

Partners for Care's mission is to partner with businesses and organizations to improve healthcare and to make life easier for patients, health providers, and communities across Nova Scotia.



About WellTide Health

Led by Partners for Care and supported by Lindsay Construction and RCS Construction, **WellTide Health** has been designed to complement the primary healthcare system by bringing together healthcare, wellness programs, businesses, and supportive services in one integrated and accessible space.

Designed around the needs of the surrounding community, WellTide Health aims to improve access, strengthen collaboration between providers and organizations, and create a more connected experience for patients and healthcare professionals alike. By bringing a range of health and wellness services together under one roof, WellTide Health supports healthier communities while helping make care more convenient, accessible, and responsive to the evolving needs of Nova Scotians.

The first WellTide Health Centre is currently being developed in Osprey Village in the District of Lunenburg, representing an important step toward a more collaborative and community-focused future of healthcare in Nova Scotia.

At the centre of the WellTide Health model is the **Partners for Care Collaboration Hub (PFC Hub)**, a 5,000 sq. ft. space that will serve as the operational heart of WellTide Health. The PFC Hub will provide a modern co-working environment for health and wellness providers to deliver care, collaborate, and connect with the community. Designed to reflect the realities, strengths, and needs of the region it serves, the Hub will also support person-centred navigation to help create a more connected and accessible healthcare experience for the community.



This Moment, This Position

The **Hub Manager** is responsible for leading the team and daily operations, strategic implementation, coordination, and continuous improvement of the PFC Collaboration Hub (PFC Hub) at WellTide Health. This non-clinical role is central to establishing the PFC Hub's operational foundation, including developing and implementing new procedures, workflows, and structures that support the PFC Hub users (tenants, patients, and clients) in delivering equitable and accessible health and wellness services.

Reporting to the **Chief Program Officer**, this role is an early member of the team and will play a key role in shaping the culture, operational standards, and systems that guide the Hub's long-term effectiveness. Because this role will be in place prior to the Hub becoming fully operational, the focus of the position will evolve significantly over time, from planning, development, and system design in the early stages to operational oversight, team leadership, and continuous improvement once services and tenants are fully established.

The **Hub Manager** oversees operational, financial, and quality performance, collaborates with internal leadership and external partners, supports the Hub User journey, and manages the PFC Hub's operational framework to support the PFC Hub Tenants with delivering collaborative, equitable, and accessible health and wellness services.



How You Would Contribute

The **Hub Manager** ensures that the PFC Hub serves as an effective, accessible, and collaborative space for clients, partners, tenants, and community interest holders.

By providing **strong operational leadership**, this role supports navigation pathways, enhances service quality, and contributes to the PFC Hub's capacity to improve outcomes and community well-being. Effective management of day-to-day activities and strategic priorities strengthens organizational credibility, supports tenant success, and advances PFC's mission and the PFC Hub's purpose.

Operations & Service Delivery

- Oversee daily PFC Hub operations, ensuring safe, efficient, and effective service delivery
- Develop, implement, and maintain Standard Operating Procedures (SOPs) and operational workflows

Team Leadership

- Lead and support staff in alignment with PFC values, ensuring consistent and equitable performance management
- Oversee scheduling, workforce planning, and day-to-day people management, including leave and coverage coordination
- Lead onboarding and training, ensuring alignment with organizational policies, procedures, and expectations
- Foster clear communication, collaboration, and cross-functional teamwork
- Support cross-training and provide operational coverage as needed to maintain service continuity

Technology & Systems

- Coordinate with IT providers, staff, and tenants to support implementation, maintenance, and troubleshooting of technology systems
- Optimize technology-enabled workflows to improve efficiency and user experience across scheduling, access, and operational platforms
- Act as a liaison between PFC leadership, tenants, and vendors to ensure systems align with operational needs

Planning, Monitoring & Risk

- Support operational planning and alignment with organizational priorities
- Contribute to the development and tracking of KPIs related to access, service delivery, and quality
- Identify risks and implement mitigation strategies to maintain operational resilience
- Prepare reports for leadership and board oversight, highlighting performance, trends, and recommendations

How You Would Contribute (Continued)

Community & Tenant Engagement

- Build and maintain relationships with tenants, partners, and community interest holders
- Represent the PFC Hub in community networks, working groups, and partnership initiatives
- Lead outreach and engagement activities to ensure services reflect community needs
- Coordinate community programming and gather feedback to inform service improvements
- Support a positive hub experience by responding to user feedback and escalating concerns as needed

Financial & Resource Stewardship

- Support budget planning, monitoring, and management to ensure alignment with forecasts
- Identify opportunities for cost efficiencies and effective resource use
- Review and approve expenditures, procurement, and vendor contracts within delegated authority

Compliance, Quality & Standards

- Ensure compliance with regulatory requirements, including privacy, health and safety, and organizational policies
- Lead quality improvement initiatives and support continuous operational enhancement
- Coordinate audits and corrective action planning

General Contribution

- Identify opportunities to improve efficiency, workflows, and overall service delivery
- Address issues proactively to support smooth operations
- Focus on high-impact work and continuous improvement
- Contribute collaboratively beyond core responsibilities to support team and organizational success

The Ideal Candidate

The ideal candidate is a grounded and thoughtful leader who brings both structure and care to complex, people-centred environments. They combine strong operational leadership with a collaborative mindset, ensuring the PFC Hub runs smoothly while remaining responsive to the needs of clients, tenants, and community partners.

With a natural ability to build relationships, navigate ambiguity, and lead teams with clarity and fairness, they balance day-to-day execution with continuous improvement. They are proactive, detail-oriented, and values-driven, someone who takes initiative, addresses challenges early, and contributes to a culture of trust, accountability, and shared purpose.

What Would Help You Succeed

- Post-secondary education in health administration, public health, business, or related disciplines or an equivalent combination of education and experience
- 3–5 years of management experience leading teams within community-based, nonprofit, human services, or healthcare environments, including coaching, mentoring, and supporting staff through change
- Strong experience in program planning, implementation, and operational oversight within grant-funded environments, including budgeting, financial reporting, performance monitoring, and the use of data systems and reporting tools
- Solid financial acumen, with the ability to interpret budgets and support sound operational decision-making
- A demonstrated ability to build and maintain relationships with diverse partners, while balancing competing priorities
- Strong interpersonal and communication skills, with the ability to navigate differing perspectives respectfully
- The ability to think strategically while managing day-to-day operations in a dynamic environment
- Sound judgment and decision-making skills, particularly in complex or evolving situations
- A commitment to equity, cultural humility, and working effectively with diverse communities
- A professional, trustworthy approach grounded in integrity and respect for confidentiality

The Package

Salary \$75,000 – \$80,000 based on experience

Location On-site at the PFC Collaboration Hub in WellTide Health (60 Nathan Cirillo Road, Cookville, Nova Scotia), with occasional travel within Nova Scotia for meetings, community engagement, and partnership activities.

Schedule Monday - Friday, 37.5 paid hours per week, with occasional evening and weekend work as required to support operational continuity, including staffing, tenant needs, and issue resolution outside of standard hours.

- Benefits & Perks**
- Health, Dental & Vision Benefits
 - 3 weeks Vacation
 - Provincial and Federal statutory and non-statutory holidays
 - Pension Participation Available

What to Expect

At Placemaking 4G, we believe recruitment should be relational and affirming. We're working with the organization to ensure candidates are respected, informed, and supported throughout.

- We closely review all applications and read each cover letter (we promise).
- If you are selected as a top candidate, expect an invitation to chat with a Lead Placemaker from P4G. This is someone who treats the recruitment process non-traditionally. We want to get to know what inspires you.
- Selected candidates will proceed to a virtual interview with the Lead P4G Placemaker and 2-3 organization representatives.
- Finalists may participate in a second-round interview or skills activity (virtual or in-person).
- P4G will check employment references and assist in presenting an offer to the successful candidate.

Applications will be accepted until **Monday, May 11, 2026 at noon AST.**

Please include a cover letter that speaks to your experience and offers a glimpse of your personality.

Don't be generic. Be yourself.



Have questions about the role?

Reach out to the Lead Placemaker at P4G to learn more.

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