



DIRECTOR, SECTOR PARTNERSHIPS & INTEGRATED SERVICES

REPORTS TO:	Senior Director, Strategic Operations & Corporate Services
STATUS:	Permanent Full-time
LOCATION:	1300 Yonge Street, Toronto, ON (Hybrid)
SALARY RANGE:	\$100,000 - \$130,000 (Hiring Range: \$100,000 - \$112,000)
VACANCY TYPE:	New Position
EMPLOYEE GROUP	Exempt

ABOUT US

The Ontario HIV Treatment Network (OHTN), established in 1998, is a nonprofit organization with a mission to improve the health and lives of people living with and at risk of HIV by using data and evidence to drive change. We work with three main types of partners -- 1) testing programs and clinics; 2) AIDS service and other community-based organizations; and 3) policy and system leaders within and beyond the health sector – to support the implementation of the provincial HIV strategy, priorities, and directions.

ABOUT THE ROLE

The Director, Sector Partnerships & Integrated Services is a newly created role at the OHTN responsible for providing operational leadership for the organization's shared services and Centre of Excellence model across the HIV sector. Sitting at the intersection of Corporate Services and sector partnerships, this role develops trusted relationships with Ministry-funded organizations, oversees partner onboarding and account management, and coordinates service delivery across internal functional areas in partnership with the respective leaders. The role also serves as the primary owner and champion of the KnowHIV campaign and the development of OHTN's AI knowledge platforms as they extend to sector partners.

JOB RESPONSIBILITIES

Sector Relationship Development

- Building trusted relationships with EDs and senior leadership across Ministry-funded HIV/AIDS organizations
- Conduct structured readiness assessments of OHTN operational capability and capacity to deploy externally in a centre of excellence model
- Develop an engagement strategy that positions shared services as a centre of excellence in partnership with sector organizations,
- Serve as primary point of accountability for sector clients

Centre of Excellence - Service Delivery & Account Management

- Owning end-to-end onboarding across all service lines (HR, Finance, IT, Communications)
- Matrix reporting framework with functional Directors and their teams
- Managing contingency staffing pipeline with agency partners by function
- Develop the Service Catalogue, SLAs, and service agreement templates
- Monitoring service quality and KPIs, advocating for sector partners and driving continuous improvement to process, systems and staffing quality
- Assess and realign the Centre of Excellence operating model on an ongoing basis to strengthen service adoption and expansion across partner organizations.

KnowHIV

- Provide oversight and delivery assurance for the provincial KnowHIV campaign, managing campaign consultants and agency relationship to ensure alignment with OHTN's sector positioning and partner needs
- Serve as primary relationship owner for the campaign agency, ensuring deliverables are in scope, on time, and aligned with both priority population engagement and broader community awareness and can meaningfully drive connection to the HIV Care Cascade
- Build and maintain deep relationships with sector partners to integrate their needs into the campaign and support local initiatives as needed
- Monitor the broader healthcare and social landscape to anticipate and integrate emerging trends and crises into campaign planning and tactic development
- Championing the extension of the KnowHIV brand across OHTN internal and external communications properties and platforms to leverage brand equity and trust and deliver a cohesive experience

AI Development & Integration

- Partner with IT Director to develop AI platforms and bounded agents to drive and integrate OHTNs extensive knowledge assets into the campaign and all public facing platforms
- Develop strategies to integrate OHTNs knowledge products into public AI platforms to ensure information accuracy as AI search and synthesized answers replace standard web browsing and the search-click-read loop.
- Work with the IT Director and AI implementation team on bounded agent deployment and operation for sector organizations.

Key relationships:

- Reports to the Senior Director and works in a matrix relationship with internal functional directors to coordinate service delivery, service model development, and the ongoing evolution of the Centre of Excellence.

- Maintains primary external relationships with sector client organizations, agency and contingency staffing partners, and funder representatives to support service delivery, partnership management, and model refinement.

Year One Success Metrics:

- 1. Centre of excellence model developed, launched and refined**
 - Sector readiness assessments completed with a defined cohort
 - Service Catalogue, SLA framework, and service agreement template developed and approved
 - Minimum two sector organizations onboarded to at least one shared service line
 - Sector orientation program established for contingency staff placements
 - Sector feedback mechanism established with quarterly reporting to Sr. Director
- 2. KnowHIV campaign growth and refinement**
- 3. OHTN knowledge products extended to AI platforms**
- 4. Bounded AI agent development with onboarding pathway defined for sector partners**

Core Team:

1. Campaign Coordinator – KnowHIV Campaign
2. Lead II – Service Delivery and AI development

External Support:

1. Campaign Consultant (KnowHIV)

Working Requirements

- Work in-office a minimum of three (3) days per week (hybrid)
- Flexibility to work some evenings and weekends, particularly around major events and conferences.

ABOUT YOU

- Master’s degree (or equivalent experience) in a field related to the organization, delivery and growth of a product or service portfolio
- A minimum of 10 years’ progressive management experience
- Experience with marketing campaign strategy development and execution
- A seasoned leader with a track record of building and maintaining executive level relationships to enhance service delivery and client outcomes
- A strong understanding of Ontario’s HIV sector, including experience in community engagement and mobilization
- Demonstrated experience and success in:
 - Project Planning, management and facilitation Leading multi-sector collaboration
 - Working with government
 - Financial Management and reporting Human Resources Management
 - Engaging diverse partners at multiple levels towards measurable outcomes
- Thorough understanding of:
 - Current HIV policy and service issues and trends in Ontario
 - Key stakeholder groups in Ontario and their mandates as they relate to the

- development of a coordinated provincial response to HIV
- Evidence based strategies to effect organizational, community and system-level changes, Communications planning and public relations
- Strong problem-solving, decision-making and project management skills
- Ability to effectively co-lead cross-agency initiatives and motivate active participation of team members
- Ability to manage numerous and shifting priorities
- Excellent people skills with demonstrated strong written and oral communication skills

WHY WORK WITH OHTN

- **Defined Benefit Pension (HOOPP)**
Eligible employees can participate in the Healthcare of Ontario Pension Plan (HOOPP), a defined benefit pension plan that provides predictable retirement income for life. Eligibility begins on your date of hire as a full-time employee.
- **Benefits and Wellness**
Employees and their eligible dependents have access to a comprehensive employer-paid benefits program, including extended health, dental, and life insurance, and a 24/7 Employee Assistance Program (EAP).

HOW TO APPLY

If you are interested in this position, please submit your application via e-mail to careers@ohln.on.ca

- Please use **“2026.07 – Director, Sector Partnership & Integrated Services”** as the subject line
- Your cover letter and resume should be attached as a single PDF/Word file

APPLICATION DEADLINE: April 16th, 2026

We would like to thank all applicants in advance for their interest in the OHTN, but only candidates receiving serious consideration will be contacted. No phone calls or agencies please. Artificial intelligence may be used in the screening of applications.

We welcome those who strive to understand and appreciate the diversity of our network, population, and community. Committed to Anti-Racism and Truth & Reconciliation efforts, the OHTN is dedicated to treating everyone respectfully and fairly. We are also committed to the greater involvement and meaningful engagement of people living with HIV/AIDS ([GIPA/MIPA](#)) in all that we do. We welcome applications from persons living with HIV/AIDS and from diverse backgrounds - no matter their race, ethnicity, sex, gender identity and expression, sexual orientation, nationality, socioeconomic status, religion, caste, language, age, and health or other status - to join our team.

We continuously act to implement our Anti-Black Racism and Truth & Reconciliation plans and our DEI policy, fostering equitable, inclusive and accessible processes throughout our entire organization. If you require any accommodations during the hiring process, please do not hesitate to let us know and we will work together to meet your needs.