



CAREER OPPORTUNITY **Clinical Support/PCN Manager, Prince George Division of Family Practice**

The Prince George Division of Family Practice Society (PGDoFP/the Division) is a local innovation in health care, and part of a province-wide initiative designed to strengthen primary health care in BC. The Division coordinates local processes related to the overarching goals of developing primary care capacity and attaching currently-unattached patients to Physicians. Our organization's mission is: *Through innovation and by engaging all primary care providers and partners, we will lead and enable a culture of quality that addresses the unique health needs of individual patients and our community as a whole.*

As the Clinical Support/PCN Manager to the Division, the employee will be accountable to the Executive Director for leading and supporting clinical systems and initiatives in identified areas of responsibility including the Blue Pine Clinic, the Primary Care Network, work undertaken through Shared Care initiatives, and other clinically-related areas of Division involvement. The employee will be working with primary care providers, health authority staff, community agencies, Ministry of Health, as well as Division staff. This position also promotes engagement of other providers in the Primary Care Network, establishes evaluation processes, is involved in integrating interdisciplinary teams into the Patient Medical Home, and otherwise supports the mission and strategic priorities of the Primary Care Network.

The ideal candidate will possess the following skills and attributes:

- A minimum of five (5) years previous leadership experience in a clinical setting
- Post-secondary degree in a health-related discipline.
- Demonstrated knowledge of the principles of Primary Health Care, Population Health, Attachment, Access, and the attributes of a Primary Care Network.
- Demonstrated leadership and supervisory ability.
- Excellent communication and organizational skills.
- Relationship- and team-building skills
- Ability to cope with pressure, stress and ongoing change in a dynamic environment.

Compensation for this position will be commensurate with qualifications and experience.

Please submit resume and cover letter to: **Muse Greenwood, Executive Director, PG Division of Family Practice** princegeorge@divisionsbc.ca.

Feel free to visit our website at www.divisionsbc.ca

We appreciate all applications but will only contact those who will be interviewed.

Be part of the solution for our collective health

Position: Clinical Support/PCN Manager – Full-time (40 hours per week)	Reports to: Executive Director
Current Incumbent: N/A	Date: March 2021
<p><u>General Accountability:</u></p> <ul style="list-style-type: none"> As the Clinical Support/PCN Lead for the Division, the employee is accountable to the Executive Director for supporting clinical systems and initiatives including the Blue Pine Clinic, the Primary Care Network, work undertaken through Shared Care initiatives, and other clinically-related areas of Division involvement, and for networking with community partners. In order to provide effective and efficient services, it is expected that the incumbent be flexible in terms of work hours. Have experience working with Indigenous Communities, Elders and familiarity with Indigenous teachings and practices. <p><u>Key Responsibilities:</u></p> <p>Systems and Support Leadership</p> <ul style="list-style-type: none"> In collaboration with Executive Director, ensures coordination and alignment with other Division work and with the Strategic Directions of the Division of Family Practice. Works closely with Physician Leads in all clinical programs to ensure strong physician leadership within the work and that programs remain in alignment with the direction of the Board and needs of local family physicians. Maintains a strategic overview of all Division Clinical Systems and Primary Care Network goals, ensuring goals and objectives are apparent for staff and physicians, impediments to progress are identified, and supervised staff are aware of and engaged in their roles within program delivery. Provides overall project leadership for the implementation of Primary Care initiatives within the Prince George Primary Care Network, which includes working with Patient Medical Homes programs/services, physicians, primary care providers, the health authority, community agencies, and other stakeholders. Accountable to ensure the Ministry of Health deliverables for the funding are being achieved. Is the front line to our health care/care delivery commitments. Contributes to a strategic plan for the Blue Pine Clinic, and other initiatives. Works with the Executive Director on building proposals for funding to support Attachment and Access. Works with the Executive Director to negotiate contracts for physicians. Heavily advocates for mental health and wellness care in the community. Helps sustain continually evolving protocols around COVID-19. Collaboratively builds work plans, supports Division staff in the delivery of those plans, and evaluates success of implemented activities. Project management including proposal development, establishing governance structure and operational plans, developing, identifying and managing budgets and monitoring of expenditures in areas of responsibility (including resource allocation), developing an implementation plan, evaluation and reporting. Establishes operational procedures/resources as required to ensure consistent practice across the Primary Care Network. Troubleshoots barriers to achievement of goals and action plans. 	



- Participates in identifying opportunities for improvement in processes to facilitate access and improved quality of care for populations served by the PCN.
- Assists in the selection and monitoring of performance indicators. Prepares reports to share as required.

Partnerships & Engagement

- Builds and maintains relationships with Northern Health and other community stakeholders.
- Works with the Divisions of Family Practice and other groups to facilitate engagement of physicians and other community members in participating in the Primary Care Network.
- Pays particular attention to inclusion of local Indigenous groups and organizations in development of relevant programs.
- Supports recruitment of physicians.
- Understands how relationships with our partners and their unions affect our members and the provision of care by the Blue Pine Clinic.

Human Resources Management

- Supervises the Blue Pine Clinic Team Lead, the Primary Care Network Coordinator, and the Primary Care Network Administrator.
 - Helps support the Indigenous Liaison position.
- Responsible for Human Resources management functions, including recruitment, hiring, orientation and performance evaluation processes for Division staff and contractors in areas of responsibility.
- Works with Northern Health counterparts to support Human Resource management functions for Northern Health staff under the day-to-day supervision of this position.
- Comfortable with training staff.
- Demonstrated experience in employee and labour relations.
- Demonstrated experience in initiating changes and improvements, including skills in workplace re-engineering within a Quality Improvement (QI) environment.
- Ability to prioritize in a changing environment.

Supervisory Responsibilities

- Maintains a work situation which stimulates the growth of individual employees.
- Makes certain that employees have a clear understanding of their responsibilities.
- Is readily available for support to employees.
- Collaborates with individual team members to establish a development path.
- Promotes positive communications and collaborative practice to improve efficiencies and works with team to resolve conflict as required.
- Holds employees accountable for their own results.
- Provides team with the resources needed to attain results.

Additional Duties

- Completes special projects as assigned by the Executive Director or Board.
- Performs other related duties as assigned.

Qualifications

- Post-secondary degree in a health-related discipline.
- Master’s degree in a relevant health or administrative field preferred.
- Current professional registration/licensure as applicable.
- A minimum of five (5) years previous leadership experience in a clinical setting.
- Other combinations of education and experience may be considered.
- Familiarity with Indigenous teachings and practices.
- Experience working with Indigenous community and Elders.
- Experience working with multidisciplinary teams.
- Previous Lean process improvement training an asset.
- Demonstrated experience in project design, project management, implementation and evaluation.
- Demonstrated knowledge of the principles of Primary Health Care, Population Health, and Health Promotion and the attributes of a Primary Care Network.
- Demonstrated knowledge of Attachment and Access and the ability to develop these in the community.
- Knowledge of episodic and longitudinal care, and relationship centred care.
- Knowledge or experience with electronic health solutions (i.e., EMR, electronic health records), with demonstrated ability to function in a computerized environment.
- Familiar with virtual care challenges and the ability to help overcome these challenges.
- Understanding of clinical systems operations.
- Knowledge of COVID-19 protocols.
- Demonstrated written and oral communication skills.
- Ability to produce monthly evaluation reports.
- Sensitivity to the human and political dynamics of health care management.
- Strong organizational, decision-making and problem-solving skills.
- Demonstrated ability to develop policies & procedures.
- Ability to display independent judgment.
- Ability to respect and promote a culturally diverse population.
- Ability to respect and promote confidentiality.
- Ability to perform the duties of the position on a regular basis.

Note: This position is subject to a current Criminal Record Check, Child Abuse Registry Check and Adult Abuse Registry Check.

Executive Director’s signature:

Date:

Incumbent’s signature:

N/A

Date:

CORE & FUNCTIONAL COMPETENCIES

Core Competencies:

- **Professionalism** – Demonstrates commitment to ethical and professional conduct; takes personal responsibility for actions, demonstrates integrity, is self-aware and is dedicated to continuous learning.
- **Initiative** – Actively influences events rather than passively accepting; is a self-starter and acts without prompting; generates ideas to recommend change or improvement; embraces a challenge.
- **Communication skills** – Expresses ideas, thoughts and information clearly, orally or in writing, selects and uses appropriate communication methods; exhibits good listening and comprehension; keeps others adequately informed; uses accepted language, grammar and style.
- **Interpersonal skills** – Builds effective working relationships with internal and external stakeholders; respects and values all individuals for their unique abilities and contributions; responds quickly, accurately, professionally and with good judgment to inquiries (written, phone or in-person); demonstrates high level of self-awareness and impact on others; brings a non-judgmental approach to the work and workplace.
- **Teamwork** – Works collaboratively with others demonstrating commitment to achieve common goals; approaches issues and problems through teamwork and collaborative efforts; is committed to team decisions; relates to people in an open, friendly, accepting manner; develops working relationships with people of diverse levels, backgrounds and styles.
- **Organizational and Time Management** – Establishes priorities, organizes and prioritizes multiple tasks while adapting to changing circumstances and meeting deadlines in a fast-paced environment with frequent/continuous interruptions; uses his/her time effectively and efficiently.
- **Attention to Detail and High Level of Accuracy** – Accomplishes tasks through concern for all areas involved, no matter how small. Shows concern for all aspects of the job. Ensures information is accurate and complete.
- **Analytical and Problem Solving** – Identifies and analyzes issues, problems and opportunities; determines course of action; develops appropriate solutions; distinguishes between relevant and irrelevant information to make logical decisions.
- **Creativity** – Creates new ideas or approaches to work related issues or assignments; ability to think “out of the box” and not be afraid to try new things.
- **Handling Pressure** – Prioritizes responsibilities in order to have a clear idea of what needs to be done and meet committed deadlines; is able to recognize and work through stressful occasions, has stress-reducing techniques to cope with work pressures and stressful situations.
- **Tact and Diplomacy** – Exercises discretion, tact and diplomacy in dealing with highly sensitive and confidential matters.
- **Computer and Office Technology Literacy** – Is proficient in Microsoft Office suite including, Word, Excel, Outlook, PowerPoint, Publisher and Access; ability to utilize office equipment and other relevant technology (software and programs) to meet work needs.