



Seaway Valley Community Health Centre

Working with you for a Healthier Community

JOB DESCRIPTION

POSITION TITLE: Manager of Primary Care

REPORTS TO: Executive Director

TEAM: Administrative

Starting Salary: \$90,100/year plus a competitive benefits program and HOOPP

ROLE:

Reporting to the Executive Director, the Manager of Primary Care provides leadership to the Primary Care Team, working closely with the Primary Care Team Lead (who oversees day-to-day operations of the Primary Care Team.) Working with an interdisciplinary team of health professionals, the Manager ensures efficient and effective service delivery through ongoing planning, monitoring and evaluation of its relevant programs and services. The Manager provides leadership and management support to the team and ensures administrative structures are in place. The Manager is responsible for liaising with external partners to build organizational capacity in service delivery and other initiatives. The Manager acts as a resource to the Executive Director and the Management Team in these key service areas.

RESPONSIBILITIES:

In consultation with the Executive Director, the Manager of Primary Care:

1. Provides leadership and management to Primary Care Team at SVCHC. This involves supervision, coaching and performance management of an interdisciplinary team of physicians, nurse practitioners, nurses, pharmacist, medical receptionists, and other health professionals.
2. Develops and implements annual operating plans by collaborating with the team and other stakeholders. The Manager ensures plans are consistent with the mission, values, and strategic directions of SVCHC.
3. Provides support for the Primary Care Team Lead.
4. Leads regularly scheduled Provider, Nursing and Clinical meetings in partnership with the Team Lead.
5. Works closely, and in consultation with, the Manager of Community Programs to integrate Primary Care with Community Programs and ensure excellent collaboration between both teams.
6. Ensures quality assurance and infection control policies and practices are monitored, updated, and applied as required. This includes procedures for equipment, chart audits, monitoring of health and safety relative to SVCHC's daily operations.

Last reviewed: September 2021

Reviewed by: E. Killoran

7. Facilitates the development and implementation of best practices, using evidence-based research and guidelines.
8. Ensures regular reports demonstrating service utilization, emerging issues etc. are monitored and shared appropriately within the team.
9. Contributes to quarterly and annual reports and makes recommendations to the Executive Director.
10. Participates in general staff meetings, management meetings, staff development sessions and other board/staff meetings and activities, as required.
11. Works to strengthen SVCHC's internal capacity by promoting a learning environment based on principles rooted in health equity and health promotion.
12. Works with the Executive Director to develop and strengthen key community partnerships aligned with SVCHC's Strategic Directions.
13. Works with the Executive Director on policies to meet accreditation standards.
14. Assumes other related management duties, as required.

REPORTING RELATIONSHIP

The Manager of Primary Care reports to the Executive Director.

POSITION QUALIFICATIONS

Education

- Post secondary degree in a health-related discipline, healthcare administration, or equivalent combination of education and experience.

Professional Experience

- Progressive management experience in a health or social service setting.
- Minimum of three to five years experience managing staff and/or volunteers.

Key Competencies

- Experience leading and supporting an interdisciplinary team including clinical teams.
- Knowledge and experience implementing quality improvement initiatives.
- Knowledge of clinical practices and related policies and procedures
- Commitment to and knowledge of community development and community-based health care delivery.
- Demonstrated success establishing and maintaining partnerships with community organizations and stakeholders.
- Knowledge and experience working with Electronic Medical Records (EMR)
- Excellent time management skills and ability to prioritize multiple, conflicting demands.
- Strong critical analysis, problem solving, planning, decision-making, conflict resolution, organizational and change management skills.
- Excellent interpersonal, communication (oral and written) and presentation skills.
- Demonstrated ability to promote and model teamwork.
- Excellent computer skills including word-processing, spreadsheets.
- Excellent interpersonal and leadership skills; Ability to communicate with tact and diplomacy.
- Understanding of issues of disadvantaged groups, rural communities and rural health needs.

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Linguistic Profile (SVCHC does not have a French Language Service Designation)

- Superior English skills (oral and written) are essential.
- French and/or other languages considered an asset.

Personal Suitability

- The candidate is a good fit with the interdisciplinary team and contributes positively to the SVCHC culture.
- Sensitivity to the needs of a marginalized and diverse clientele.
- Commitment to health promotion concepts, strategies, and philosophy.
- Commitment to community-based health care and social services, and strength-based philosophy and practices.

POSITION RESPONSIBILITIES

Human Resources Management

- In accordance with approved policies, manages Primary Care staff.
- Ensures integrity and confidentiality of HR systems, records, program and client information.
- Problem-solves HR issues with the Executive Director, as required.
- Interprets policies and legislation to support staff members.
- Completes performance evaluations and establishes annual workplans with employees.
- Ensures the Primary Care Team receives all required training, and organizes training opportunities, as required.
- Identifies, recommends and updates new policies related to the Primary Care Team, as required.

Financial Management and Administration

- Manages the Primary Care budget, participating in regular reviews and discussions with the Senior Management Team.
- Approves expenses for purchases of minor equipment, professional development requests etc., in accordance with SVCHC policies.
- Manages and maintains up-to-date records of partnership agreements, insurance certificates and other documents.
- Completes reporting required by funders, as required.

Administrative Services Management/ Data Management

- Collaborates with the Corporate Services Manager and Executive Director to ensure a strong, current and useful internal reporting practices are implemented by the team to support data collection for decision-making.
- Ensures client charting and program reporting information is accurately reported and integrated with SVCHC's reporting framework.
- Monitors the sector and partners for information that may be useful to SVCHC management and make recommendations on how to integrate new information into the reporting framework.

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- Documents Primary Care processes and procedures, ensuring they are well understood by staff members.

SVCHC Strategic Direction Support

- Participates in SVCHC operational and strategic planning process and takes a leadership role in determining the operational directions for the Primary Health Care services.
- Maintains an awareness of current issues in the CHC and non-profit health and social services sectors.
- Provides support for the development and implementation of new projects and programs, (e.g., identifies appropriate staff to take on new work, modifies work plans, negotiates workloads/space/equipment requirements, ongoing problem-solving project budgets, etc.).
- Provides regular reports/information to the Executive Director on key issues and activities related to the strategic directions of SVCHC.

Standard CHC Employee Responsibilities

As an employee of the Seaway Valley Community Health Centre, this position is responsible for the following:

ADMINISTRATIVE:

- Contributes to the Centre's activities to collect, analyze and report on data and relevant information and participate in research.
- Preserves confidentiality of all client and employee information and seeks to minimize risk while working with data.
- Submits records of time worked and time off in a timely manner.
- Maintains and develops professional competence, and where applicable, a professional licence to practice, through appropriate continuing education methods (peer interaction, literature review, conferences, courses, staff development leave.)
- Complies and adheres to all applicable Centre policies and procedures.

ORGANIZATIONAL RESPONSIBILITIES

- Respects and values the diversity of the community and individuals.
- Supports the Centre's student placement programs.
- Contributes to the Centre's work by participating in activities that seek to strengthen collaborative and interdisciplinary teamwork, such as committees and working groups, strategic planning and the Accreditation process.
- Contributes to the Centre's practices of hiring, orienting and training of employees.
- Participates actively in team meetings.
- Consults with and provides support to team members and other SVCHC employees regarding professional issues.
- Participates in the Centre's strategic planning process.
- Participates in the development of policies and procedures by providing feedback in the Centre's policy development process.

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- Works in a manner that incorporates health promotion and recognizes the determinants of health.
- Participates in team and individual professional development opportunities.

OCCUPATIONAL HEALTH AND SAFETY

This position must also work within the scope of all legislative and Centre policies related to occupational health and safety. In this capacity, the employee:

- Works in a manner that promotes a safe, secure environment, and is compliant with the Occupational Health and Safety Act.
- Follows the Centre's occupational health and safety policies.
- Works safely in consideration of the following job hazards: noise, workplace violence.
- Uses the proper personal protective equipment (PPE) as required.
- Participates in Occupational Health and Safety training as required:
 - Accessibility for Ontarians with Disabilities Act (AODA)
 - WHMIS including Globally Harmonized System of Classification
 - Workplace Violence Prevention Training
 - PHIPA – privacy legislation Training
 - Diversity and Cultural Sensitivity Training
 - CPR and First Aid
 - Other (as required)

I have read this job description and understand and accept the responsibilities outlined within. I have also been given a copy of this job description.

Employee signature

Date

Witness