



NON-CONTRACT ROLE DESCRIPTION

JD2142

ROLE TITLE:	Manager, Contracts and Performance	ROLE DESCRIPTION NO.:	00100
DEPARTMENT:	Long-Term Care; Primary Care; Population & Public Health	HEABC REFERENCE NO.:	18721580
REPORTING TO:	Director or designate	HSCIS CODE:	03999
CLASSIFICATION:	NCEM/Range 9	JOB CODE:	91462

ROLE SUMMARY

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority (Island Health) patient and staff safety is a priority and a responsibility shared by everyone; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Reporting to the Director, the Manager, Contracts and Performance is responsible for all aspects of contract management. This position manages multi-million dollar contracts across the program portfolio and across Vancouver Island. Additionally, this position develops, implements, monitors, and makes recommendation for mitigation of variances in service delivery and funding of approximately 45 contracted service partners.

The Manager, Contracts and Performance provides leadership in the delivery of the program with a focus on coordination and integration of contracted program services across the Island. The Manager, Contracts and performance leads or participates in identified contract management projects, proposes new initiatives, liaises with other Island Health programs, and manages stakeholder engagement, communications and quality improvement activities.

DUTIES AND RESPONSIBILITIES:

1. Monitors quality information and key performance indicators to ensure contract service requirements are met and that there is performance accountability. Ensures service provider compliance to contract terms. Reports regularly on service provider performance including monitoring financial performance to plan.
2. Develops management capacity and/or initiates corrective action as appropriate when service provider performance deviates from expectations or where management decisions may cause service provider performance to deviate from expectations.
3. Oversees contractual arrangements throughout the life of the relationship by negotiating new contracts, processing changes or analyzing contracts, performing ongoing document changes, ensuring all terms of contract are fulfilled. Participates on behalf of Long-Term Care or Primary Care in Island Health projects and committees.
4. Consults and negotiates with staff, clients and other stakeholders in order to provide professional advice, facilitate consensus and resolve problems.
5. Recommends capital and operating budget plans for services within the program to the Director. Implements, manages and assumes responsibility for approved capital and operating budgets taking corrective actions as necessary.
6. Ensures the development and appropriate approval of guidelines, policies and procedures for services with the program.

7. Provides leadership and direction to staff for each project. Ensures continuing staff development, education and training is provided, within budget guidelines, to maintain staff at a current level of knowledge and skills. Evaluates performance to improve individual and organizational performance, taking action as needed in accordance with prevailing policy and relevant contracts.
8. Administers, with support from human resources/labour relations, the collective agreements of staff in direct and indirect reporting relationships
9. Responds to service provider and client relations issues that arise within projects as they are operationalized.
10. Meets with other Island Health staff to clarify and resolve issues that arise in related program initiatives to further program integration and to carry on joint research, evaluation and quality assurance initiatives.
11. Performs other related duties as required.

QUALIFICATIONS:

Education, Training And Experience

A level of education, training and experience equivalent to a Master's degree in a relevant discipline. Seven years' of relevant experience, including several years' management experience, preferably in the long-term care or primary care. Formal project management training is an asset.

Skills And Abilities

- Demonstrated leadership ability in complex and highly changeable situations.
- Able to operate independently and complete projects within sensitive timelines
- Strong interpersonal and teambuilding skills.
- Demonstrated project management skills including understanding of group process and experience resolving complex multi-stakeholder issues.
- Strong written and oral communication skills.
- Ability to integrate administrative, professional and operational aspects of programs and projects an effective and efficient manner.
- Demonstrated analysis, planning and evaluation skills within the health care system.