



NON-CONTRACT ROLE DESCRIPTION

JD2281

ROLE TITLE:	Manager, Indigenous Health	ROLE DESCRIPTION NO.:	00588
DEPARTMENT:	Indigenous Health	HEABC REFERENCE NO.:	1872067
REPORTING TO:	Director or designate	HSCIS CODE:	03999
CLASSIFICATION:	NCEM/Range 9	JOB CODE:	03999AH

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 and as part of the Indigenous Health management team, the Manager, Indigenous Health is responsible for all aspects of the planning, organizing and directing the staff and activities within an assigned geographic service delivery area, including representing Island Health when engaging with partner organizations to achieve the shared goal of improving health outcomes for Indigenous people. Provides leadership in the delivery of Indigenous Health services with a focus on coordination and integration along the continuum of care both within Island Health and with the partner organizations. Leads or assists with projects, proposes new initiatives, liaises with other Island Health programs, and assists with engagement, communications and quality improvement activities. Manages the professional and clinical practice of assigned staff, the quality of client focused care, and the development and implementation of policies and procedures consistent with Island Health's strategic plan and the Indigenous Health plan.

DUTIES AND RESPONSIBILITIES:

1. Represents Island Health's Indigenous Health Program at meetings with elected Chiefs and Councils, Executive Directors of First Nations Health organizations, the First Nations Health Authority (FNHA), leaders from the Metis Communities, and friendship centres.
2. Collaborates with Island Health Departments, Indigenous community partners, and internal/external stakeholders including leadership, to realize Island Health's commitment to embedding Cultural Safety and Humility into all levels of Island Health's operations.
3. Works with Island Health programs to enhance and improve Indigenous peoples' Patient Experience, including leading local efforts to enhance Island Health's capacity to deliver services in a culturally safe manner. Implements quality improvement measures and regularly prepares and submits reports on activities.
4. Identifies clinical and organizational opportunities for analysis, investigation and improvement; develops and evaluates short and long range service objectives, policies and procedures for Indigenous Health consistent with Island Health's strategic direction and in collaboration with Indigenous peoples, including participating in the geographic priority setting for Island Health services consistent with Indigenous Health Plan goals and objectives.
5. Manages the development and completion of projects and initiatives and the day-to-day delivery of services associated with Island Health's Indigenous Health Program, including working with staff, directors and managers within Island Health and a variety of partner organizations.
6. Develops practices and processes to measure effective and efficient use of resources and the quality of care provided. Provides direction and support to external Indigenous and community health service staff as required and deemed necessary to advance culturally sensitive care for Indigenous peoples.

7. Hires, trains and supervises assigned staff, providing Indigenous Health staff with clear definitions of responsibility and levels of authority. Evaluates performance to improve individual and organizational performance, taking corrective action as needed in accordance with Island Health's policies and procedures; and administers, with support from human resources, the collective agreements of staff in direct and indirect reporting relationships.
8. Develops and recommends capital and operating budget plans for Indigenous Health services to the Director. Implements, manages and assumes responsibility for approved capital and operating budgets taking corrective actions as necessary.
9. Provides leadership and direction to assigned Indigenous Health staff and other Island Health staff, ensuring Island Health staff development, education programs and clinical training to raise and maintain direct care providers at a level of excellence when working with Indigenous people.
10. Utilizes a collaborative approach and leads local efforts to implement the Partnership Accord that Island Health has signed with the First Nations Health Council/First Nations Health Authority and supports Island Health Executive and Board and geographical representatives to successfully engage with Indigenous partner organizations and in visits to First Nations and Metis communities, and supporting resolution of contentious issues.
11. Leads local efforts to enhance Island Health's capacity to deliver culturally safe services; and works with Island Health programs and the Patient Care Quality office to support resolution to complex, emotionally charged and contentious issues where the perception of racism is often a factor.
12. Participates on behalf of Indigenous Health in various Island Health projects and committees. Consults with outside parties in area of expertise.
13. Performs other related duties as required.

QUALIFICATIONS:

Education, Training And Experience

A level of education, training and experience equivalent to a Bachelor's degree in a related discipline and seven (7) years' recent, related experience working in the field of Indigenous Health, including extensive understanding and knowledge of Indigenous Health issues, protocols and health needs, including the physical, mental, emotional and spiritual needs of the client and community. Current registration / membership in a recognized professional organization.

Skills And Abilities

- Basic computer literacy with word processing, email applications, spreadsheets and/or database programs.
- A nursing background and Indigenous ancestry is preferred.
- Demonstrated leadership ability and accountabilities.
- Excellent oral, written and presentation communication skills, able to foster consensus decision making and to manage conflict with tact and diplomacy.
- Ability to work effectively with senior leaders and establish partnerships in a wide variety of health care settings.
- Demonstrated commitment to client focused services and teamwork.
- Demonstrated ability to work with the Indigenous communities to build effective relationships and health services from a community development perspective.
- Demonstrated knowledge of project management principles and techniques in a multi-site health care environment.
- Ability to integrate administrative, professional and operational aspects of local needs with the program perspective and resources of Indigenous Health.
- Ability to develop and nurture an environment where quality, culturally appropriate health care is made available to all Indigenous peoples.