NON-CONTRACT ROLE DESCRIPTION

JD2325

ROLE TITLE:	Operations Manager, Clinical Information Support	**ROLE DESCRIPTION NO.:**	00205
DEPARTMENT:	Health Information Management, Quality, Systems & Access	**HEABC REFERENCE NO.:**	18721546
REPORTING TO:	Director, Health Information Management, Quality, Systems & Access	**HSCIS CODE:**	03999
CLASSIFICATION:	NCEM/Range 9	**JOB CODE:**	03999AA

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, Health Information Management, Quality, Systems & Access, the Operations Manager, Clinical Information Support provides leadership in the development and delivery of information to support clinical quality improvement activities; complies with professional, legal, Ministry of Health and Island Health standards; and supports organizational and program-level decision-making.

The Operations Manager is responsible for all aspects of planning, establishing and monitoring performance standards, and directing staff providing discharge abstracting functions to optimize service to our clients, the public, care providers, program managers, senior executive, and governments within approved resources. Collaborates with key partners to continually improve services, availability and quality of information.

DUTIES AND RESPONSIBILITIES:

1. Develops an operational plan with actions, time frames, and performance measures that sets a direction consistent with that outlined in the portfolio and organization-wide plans.

2. Participates in the regional planning process for the portfolio to ensure fully integrated, high quality, and cost effective service is provided.

3. Develops, implements, and reviews policies and procedures to ensure they comply with relevant standards in collaboration with clinical leaders, physicians, and departmental managers.

4. Develops, monitors, and evaluates the achievement of service objectives.

5. Consults and negotiates with partners and customers in order to improve service, provide professional advice, reduce costs, facilitate consensus, and resolve problems.

6. Provides leadership and direction to staff who themselves carry supervisory responsibility, and through them, all staff in the department. Ensures continuing staff development, education and training is provided to maintain staff at a current level of knowledge and skills and to plan for future educational requirements.

7. Develops annual operating and capital budgets and monitors and acts upon budget variances when they occur. Monitors external contracts as applicable.

8. Responsible for all aspects of Human Resource Management, including recruitment, training, performance management, discipline and termination, and succession planning.

9. Responsible for the interpretation and application of the various collective agreements for unionized staff, or terms and conditions for non-contract staff. Represents the Employer in labor relations matters and determines the disposition of grievances.

10. Represents the department at various meetings internal to Island Health, and including meetings that occur provincially, nationally, and for professional and other relevant associations. Consults to outside parties, including but not limited to universities and colleges, governments, and professional bodies.

11. Shares expertise through publication, conference presentations etc.

12. Maintains current knowledge on provincial and national initiatives and trends related to clinical information.

13. Performs other duties as assigned.

QUALIFICATIONS:

Education, Training And Experience

A level of education, training and experience equivalent to a Master's degree in a related discipline. Seven (7) to ten (10) years of relevant experience, in the health care field. Relevant experience would include health records and information management, administrative management, information reporting and analysis, and data management including supporting information technology. Also includes experience leading the review and transformation of business processes, at a multi-site organization.

Skills And Abilities

- Strong analytical skills.
- Demonstrated leadership ability and highly developed interpersonal and communication skills, including effective coaching and mentoring skills.
- Demonstrated commitment to client focused services and teamwork.
- Ability to integrate administrative, professional and operational aspects of the service in an effective and efficient manner.
- Ability to apply change management and quality improvement principles.
- Strong systems orientation.
- An ability to use computer software programs.
- Ability to think conceptually and systemically.