



NON-CONTRACT ROLE DESCRIPTION

JD2707

ROLE TITLE:	Manager, Health Services	ROLE DESCRIPTION NO.:	00701
DEPARTMENT:	North Vancouver Island (Mt. Waddington/Strathcona)	HEABC REFERENCE NO.:	1872619
REPORTING TO:	Director or designate	HSCIS CODE:	04080
CLASSIFICATION:	NCEM/Range 9	JOB CODE:	04230BK

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.

The Manager, Health Services utilizes a collaborative, supportive, team building approach, and evidence based decision making to provide leadership in the integration of cultural safety and humility, and the coordination of patient/client centred, quality care supporting the health of the population throughout North Vancouver Island (previously known as Mt. Waddington/Strathcona), with a focus on one or more clinical areas, including but not limited to; Community Health Services, Long Term Care, Public Health, Mental Health Substance Use, Acute Care and or Primary Care. This position is responsible for all aspects of planning, organizing and directing the delivery of health services in the clinical area assigned, is a key leader within this rural and remote area, and provides leadership in the delivery of patient/client care with a focus on coordination and integration of services, ensuring a program-wide perspective in access to care and allocation of resources. This leader, manages, directly and through delegation, the professional and clinical practice of staff, the quality of care, and ensures policies and procedures comply with professional, legal, and Island Health standards, and is responsible for site management/liaison with other Island Health departments such as Maintenance, Contracts Management, Capital Planning, Staffing, and Finance.

DUTIES AND RESPONSIBILITIES:

1. Promotes the Vision, Mission, Values and Service Philosophy of Island Health and the North Vancouver Island (Mt. Waddington/ Strathcona) area of Geography 1.
2. Develops customer-focused services by collaborating with patients/clients/customers and staff to develop appropriate service delivery plans within available resources.
3. Encourages open communication and collaboration through the development and support of organizational teams.
4. Promotes, leads and manages quality improvement in all services and programs of responsibility.
5. Ensures broad participation in planning processes by customers, community, employees and other health care providers and agencies as needed.
6. Ensures objectives established for services within the area are consistent with the organization's goals and objectives.
7. Develops and 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.
8. Ensures the development and appropriate approval of policies and procedures for services with the program.
9. Ensures that processes and criteria are in place to evaluate the effectiveness and efficiency of services.

10. Provides managerial/administrative support in accordance with the admin on call policy.
11. Hires and supports the development of those in reporting relationships, providing clear definitions of responsibility and levels of authority. Evaluates performance to improve individual and organizational performance, taking action as needed in accordance with prevailing policy and relevant contracts.
12. Administers, with support from human resources/labour relations, the collective agreements of staff in direct and indirect reporting relationships. Sits as Management representative on committees such as Union/Management, OH&S, Essential Services, etc., as requested by the Director or delegate.
13. Identifies clinical and organizational opportunities for analysis, investigation and improvement.
14. Participates as a member of and chairs relevant care teams, councils or committees as appropriate.
15. Assumes the lead role in Island Health initiatives as assigned.
16. Performs other related duties as assigned.

QUALIFICATIONS:

Education, Training And Experience

A level of education, training equivalent to a Master's degree in a relevant health discipline, and Seven (7) years health care experience including several years at the supervisory/management level, or an equivalent combination of education, training and experience. Appropriate certification, license or professional designation and current registration with regulatory body is required.

Skills And Abilities

- Ability to develop an environment where quality improvement and change management principles are embraced and used on a continuous basis.
- Ability to lead, coach and mentor; to motivate, delegate and operate in both structured and unstructured situations.
- Strong interpersonal and communication skills, both oral and written.
- Demonstrated planning skills, both strategic and operational.
- Ability to work with delegates to provide program services at multiple sites in a regional setting.
- Ability to integrate administrative, professional and operational aspects of the program in an effective and efficient manner.