



NON-CONTRACT ROLE DESCRIPTION

JD3751

ROLE TITLE:	Director, Clinical Service Delivery	ROLE DESCRIPTION NO.:	01247
DEPARTMENT:	Clinical Service Delivery	HEABC REFERENCE NO.:	1872980
REPORTING TO:	Executive Director, Clinical Service Delivery	HSCIS CODE:	04081
CLASSIFICATION:	NCEM/Range 12	JOB CODE:	04081G

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.

Island Health exists to support and serve the people of Vancouver Island and the surrounding Islands by providing high quality programs, services and care.

As part of Island Health's commitment to improve the health of our populations, local Island Health leaders will work closely with the Island Health Communications and Public Relations team to ensure Island Health is represented and participates in local processes and is seen as an engaged and valued added community partner.

Reporting to the Executive Director, Clinical Service Delivery and working in partnership with the Medical Director, the Director is responsible for the overall operational management of programs and services for the assigned Community within Island Health. The Director is responsible for the support and promotion of patient centered care, patient safety initiatives, staff motivation and support and best practices within the Geography to achieve outcomes identified in the Island Health Strategic Plan. The Director establishes the operational framework and infrastructure for program delivery and planning and allocates and manages all physical, human and financial resources, anticipating future changes that will affect service delivery.

DUTIES AND RESPONSIBILITIES:

1. Ensures the smooth flow of patients within Island Health by fostering integration, coordination and collaboration within and between all program teams and portfolios.
2. Ensures strategic and operational planning and evaluation that maintains a patient/client focused approach, and that anticipates and responds to shifts in services and changes in the health care system.
3. Liaises with other Directors to facilitate standardization and coordination of similar services across Island Health.
4. Optimizes the deployment and effectiveness of available resources in the delivery of necessary, appropriate and continuous health services to populations within Island Health.
5. Ensures the development and maintenance of continuous quality improvement strategies within the Island Health framework and appropriate specialty standards that focus on the quality of care.
6. Supports the development of Community based strategies with a focus on interdisciplinary collaboration and decision making.

7. Provides leadership to team members through coaching, guiding, mentoring and modelling Island Health values. Encourages dialogue and provides guidance and advice to facilitate resolutions to work issues. Assists team members to define shared and individual goals, meet target dates and ensure alignment of team goals with program and service needs. Recruits staff and maintains an organizational structure for the portfolio that provides the highest level of quality service within budget parameters.
8. Creates a learning environment with the development of an organizational climate that promotes and supports professional growth of all staff.
9. Develops and monitors an annual budget for the assigned area in support of assigned managers. Accountable for allocating scarce resources, approving budget recommendations and remedial strategies. Monitors budget performance, planning and adjusts operations and/or staffing to meet projections.
10. Identifies employee requirements and works collaboratively in the development of human resource strategies to ensure recruitment and retention of physicians, nurses, allied health staff and support staff to meet clinical needs.
11. Works with managers and staff to implement Island Health safety and wellness programs, policies and procedures.
12. Promotes research and education initiatives and opportunities for partnerships. Liaises with research agencies to facilitate best practice service delivery. Works with professional disciplines on the development and promotion of professional standards, education and research.
13. Provides a strong community linkage with agencies and other groups, including the Ministry of Health, in order to facilitate a continuum of health services in the facilities/community environment with a focus on health promotion and disease prevention.
14. Apprises the Executive Director of issues that will have an impact on existing or planned operations of the Program or Service
15. Monitors and is accountable for program or service compliance with ethical and legal requirements, accreditation standards, Provincial and Federal Legislation and regulations.
16. Keeps informed and current on management and professional practices by participation in professional associations, attendance at conferences, courses and seminars.
17. Promotes and presents a positive image of VIHA with community stakeholders and represents Island Health as media spokesperson for specific portfolio issues.
18. Performs other related duties as assigned.

QUALIFICATIONS:

Education, Training And Experience

A level of education, training and experience equivalent to a Master's degree (MA, MBA or MSN), and ten (10) years' of progressive senior management experience in health care/program management.

Skills And Abilities

- Sound working knowledge of planning concepts related to budgetary, staffing, quality and strategic initiatives.
- Demonstrated ability to lead change and to build and support management teams.
- High level communication skills, demonstrated organizational, planning and interpersonal skills.
- Ability to adapt readily to rapid and changing environments.
- Ability to interact professionally with various levels of personnel, both internally and externally.