



## NON-CONTRACT ROLE DESCRIPTION

JD5531

<b>ROLE TITLE:</b>	Manager, Primary Care	<b>ROLE DESCRIPTION NO.:</b>	5531
<b>DEPARTMENT:</b>	Primary Care Network	<b>HEABC REFERENCE NO.:</b>	N/A
<b>REPORTING TO:</b>	Designated Director	<b>HSCIS CODE:</b>	04231
<b>CLASSIFICATION:</b>	NCEM/Range E MCO	<b>JOB CODE:</b>	91629

### ROLE SUMMARY

**NOTE:** This job applies to a manager responsible to provide clinical and operational leadership to a front-line clinical patient care department or health program that is delivered through multi-disciplinary health care teams in a hospital and/or community-based direct patient/client care setting. The departments are large with the Manager Clinical Services/Program Operations **directly supervising at a minimum Nurses at the Level 4 or 5 classification/wage rate.**

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, Clinical Service Delivery, the Manager, Primary Care is responsible for operationalizing the British Columbia (BC) Ministry of Health's Primary Care Network (PCN) Initiative and overseeing primary care services for the designated service area. This includes supporting the implementation of the local PCN in accordance with the strategic direction of the Primary Care Network towards the achievement of the attributes of the PCN.

The PCN is a network of local primary care services working in partnership with Island Health, the Division of Family Practice, First Nations Health Authority, local First Nation(s), Metis, other Indigenous organizations and other community providers to meet the primary care needs of their population.

The vision for the integrated system of care is to create high quality, accessible, culturally safe primary care for everyone. PCNs are foundational to achieving this vision.

### DUTIES AND RESPONSIBILITIES:

1. Accountable to lead planning and implementation of Island Health's primary care services and supports as identified by the local PCN, ensuring that Island Health values and strategic priorities are represented in service delivery models.
2. Demonstrates and promotes a commitment to cultural safety and humility for staff and clinicians working within the PCN.
3. The Manager, Primary Care works closely with all partners including; the Division of Family Practice, Health Authority leadership and staff, First Nations Health Authority representatives, Patient Medical Home (PMH) representatives, First Nations representatives, Métis, and Urban Indigenous organizations, Patient Voices members, and community organizations in the planning and implementation of the PCN.
4. In collaboration with the Division of Family Practice employed Manager, Primary Care develops patient and family focused services by collaborating with clients/patients, families, the Division of Family Practice, First Nations Health Authority and all Indigenous groups, Community, and staff to develop appropriate service delivery plans within available resources and in alignment with the goals of Island Health and the PCN Steering Committee.
5. Provides overall program management of approved PCN projects and initiatives.

6. In collaboration with the appropriate Division of Family Practice, ensures timely reporting to the PCN Steering Committee and the Ministry of Health.
7. Develops and recommends capital and operating budget plans for Island Health services within the program to the PCN. Implements, manages and assumes responsibility for approved capital and operating budgets, taking corrective actions as necessary.
8. In collaboration with PCN partners, ensures the development and appropriate approval of policies and procedures for services within 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 Manager on call policy.
11. Hires and supports the development of Island Health employed primary care RNs and Allied Health Professionals, 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 Island Health human resources/labour relations, the collective agreements of staff in direct and in-direct reporting relationships. Sits as Management representative on committees such as Union/Management, OH&S, Essential Services, etc., as requested by the Area Director or delegate.
13. Supports alignment of the PCN initiative with the Specialized Community Services Programs.
14. Supports effective change management and works closely with change management resources available.
15. Encourages inclusivity, open communication and collaboration through the development and support of organizational teams.
16. Promotes, leads and manages quality improvement in all services and programs of responsibility; participates in identifying opportunities for improvement in processes to facilitate access and improved quality of care for populations served by the PCN.
17. Identifies clinical and organizational opportunities for analysis, investigation and improvement.
18. Participates in relevant community based meetings on a regular basis.
19. Provides the local oversight of all relevant contracts (i.e. GPs and NPs).
20. Performs other related duties as assigned.

## **QUALIFICATIONS:**

### **Education, Training And Experience**

Master's Degree in Business Administration or Health Care discipline, plus a minimum of seven (7) years recent leadership/management experience in a health care setting or an equivalent combination of education, training and experience.

### **Skills And Abilities**

- Ability to integrate administrative, professional and operational aspects of the program in an effective and efficient manner.
- Ability to develop an environment where quality improvement principles are embraced and used on a continuous basis.
- Ability to work respectfully, knowledgeably and effectively with Indigenous people, adapting to cultural uniqueness in order to create a sense of safety for all.
- Capacity to learn from other leaders and elders, modelling the vision and encouraging others to commit to and champion the vision - inspires others into new ways of working together to provide excellent primary care.
- Ability to lead and manage, to motivate, delegate and operate in both structured and unstructured situations.

- Strong planning skills, strategic and operational.
- Ability to work with delegates to provide program services at multiple sites in a regional setting.

LEADS in a Caring Environment Framework: <https://cchl-ccls.ca/pld-leads/the-leads-framework/>