



JOB DESCRIPTION

Clinical/Program Manager

(Permanent, Full Time)

JOB SUMMARY

An experienced team builder and manager, the Clinical Manager reports to the Executive Director and is responsible for managing the provision of quality primary health care and allied program services delivered by an interdisciplinary team in a comprehensive, collaborative manner with an emphasis on health promotion and education. The Clinical Manager develops, manages and reports on, and is accountable for the activities of the program and its staff, and represents and promotes the Centre by participating in various community activities and is a key leader in the overall management of the Community Health Centre.

Provide administrative support in the areas of human resources, finances and general accountability to the Executive Director. The Clinical Manager is responsible to communicate the vision, mission, values and strategic plan of the organization to employees and adherence to these by team members.

RESPONSIBILITES

1. Participates in Team and Centre Activities

- Coordinates and supports clinic team meetings.
- Attends and leads regularly scheduled team and staff meetings.
- Participates in team and Centre special events as required.
- Contributes to the development and implementation of the Centre's policies and procedures and the Centre's strategic plan and objectives and is accountable for the setting and attainment of the clinic team's goals and objectives.
- Maintains up-to-date professional skills through formal training.
- Maintains awareness of Centre/Ministry/LHIN/funders' requirements by networking with the employees of other organizations.
- Complies with all mandated legal/regulatory requirements related to working in the Centre, e.g., occupational health & safety, standards of professional conduct, etc.

2. Clinical Staff Management

- Responsible for recruitment, hiring, training, development and dismissal of clinical staff.
- Responsible for building and maintaining a unified, high performing interdisciplinary team.
- Responsible for supervision as well as conducting of regular performance appraisal of an interdisciplinary team of health professionals.
- Develops and implements strategies to promote interdisciplinary team building.
- Conducts regular team meetings.
- Plans and facilitates staff development activities for the team and individuals according to the recommendations of the various professional Colleges of the Regulated Health Disciplines Act.
- Counsels and assists staff with clinical program and client issues.
- Advises staff and seeks input regarding Centre's policies and procedures and clinical directives.
- Responsible for scheduling staff, approving and monitoring staff training, absences and ensuring adequate program coverage.
- Direct reports include: 3 Medical Doctors, 3 Nurse Practitioners, 2 Registered Practical Nurses and 1 Registered Nurse and any locum and relief staff.

3. Financial Management

- Accountable for cost effectiveness and expenditure of funds allocated to the clinic.
- Recommends, plans, and develops clinic budgets and conducts, and approves activities in accordance with approved plans and budgets.
- Monitors and ensures that program expenditures remain within budget.
- Assists in preparation of all reports related to the clinic and its special projects.

4. Participates in Community Relations

- Builds, promotes, and maintains strong partnerships with other Community Health Centres, institutions (public health, hospitals), service agencies, and organizations at the local, provincial and national levels.

5. Participates in General Organization Management

- Maintains appropriate communications within and between various departments and programs within the Centre and participates on various internal committees.
- Assists with formulating and recommending organizational policies and objectives or changes in existing policies and objectives.
- Maintains current knowledge of policy manuals, reading minutes of meetings and keeping up to date with organizational events, policies and changes.
- Contributes to the efficient functioning of the organization and the attainment of goals.
- Arranges priorities as necessary to perform tasks.

6. Confidentiality of Information

- Arranges priorities as necessary to perform tasks.
- Ensures adherence to the Freedom of Information and Protection of Privacy Act.
- Exercises reasonable care and caution in protection confidential and sensitive information related to clients and personnel.
- Maintains confidentiality of team, personnel and client information

7. Communication

- Communicates effectively with health care team members to create a cohesive team
- Communicates effectively with all clients, families, peers, colleagues and other health care professionals, service agencies and community partners.

8. Other duties as assigned

JOB REQUIREMENTS

Education

- ✓ Master's degree in Health Administration, health discipline, or comparable clinical background in primary healthcare, nursing, or related health profession.
- ✓ Three years' experience in managerial and program development positions in a primary health care environment.

Knowledge / Experience

- ✓ Knowledge of community resources.
- ✓ Three (3) years' experience working in a community primary health care setting.
- ✓ Practical knowledge and understanding of pertinent legislation.

Skills

- Demonstrated skills and experience in building and retaining high performing interdisciplinary program and primary health care teams.
- Demonstrated strong communication skills in English, both written and verbal.
- Demonstrated computer literacy.
- Demonstrated ability to organize, prioritize and multitask efficiently.
- Strong interpersonal skills to work with diverse client groups with varying levels comprehension and language capability.
- Effective listening, observation and facilitation skills to effectively assess a situation and respond appropriately.
- Ability to communicate information effectively through a variety of means including meetings, reports, letters and presentations.
- Ability to deal with demanding interpersonal situations and respond with good judgment and understanding.
- Ability to analyze and independently problem solve.
- Demonstrated ability to work independently and as a member of an interdisciplinary health services team.
- Demonstrated ability to develop and manage primary health care programs and services and health promotion programs.
- Strong critical thinking skills.
- Demonstrated commitment to inter-professional practice.
- Valid Ontario driver's license and use of own vehicle for CHC business.
- Provide a no-issue Police Check.

HEALTH & SAFETY COMMITMENT

- Comply with the Occupational Health and Safety Act (OHSA), its regulations and all CHC occupational health and safety policies and procedures
- Use or wear any protective equipment, device or clothing required by your supervisor/manager
- Report to your supervisor/manager any known missing or defective protective equipment or protective device that may be dangerous
- Report any known workplace hazard to your supervisor/manager
- Report any known violation of the OHSA or regulations to your supervisor/manager
- Not use or operate any equipment (includes motor vehicle if required for work) or work in a way that may endanger yourself or any other worker.
- Not engage in any prank, contest, feat of strength, unnecessary running or rough and boisterous conduct
- Attend all health and safety training as directed by your supervisor and apply this knowledge to your job
- Responsible for the safety of the workplace and ensuring that employees have the necessary training and equipment and policies in place to function safely.

WORKING CONDITIONS

Physical Demands

The Clinical Program Manager will spend long hours sitting and using office equipment and computers, which can cause muscle strain. They will also have to do some lifting of supplies and materials from time to time.

Environmental Conditions and mental demands

The Clinical Program Manager is located in a busy, open area office and is faced with constant interruptions and must meet with others on a regular basis.

There are a number of deadlines associated with this position, which may cause significant stress. The incumbent must also deal with a wide variety of people on various issues.

CERTIFICATION

I certify that I have read and understand the responsibilities assigned to this position.

I certify that this job description is an accurate description of the responsibilities assigned to this position.

Employee Name

Supervisor/Manager Name

Employee Signature

Supervisor/Manager Signature

Date

Date

I approve the delegation of responsibilities outlined herein within the context of the attached organizational structure.

Executive Director Signature

Date

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all the responsibilities and activities of the position.