



## **POSITION DESCRIPTION**

**POSITION TITLE:** Clinical Manager – Primary Care

**RESPONSIBLE TO:** Chief Operating Officer

### **GENERAL ACCOUNTABILITES:**

*The **Clinical Manager** serves as a champion of the Vision and Mission and promotes an environment that is consistent with the Health Centre’s Statement of Values and Principles. The Clinical Manager is an essential member of the client-centred health professional Team. The Clinical Manager will work with the other members of the Health Centre’s teams to serve Health Centre clients effectively and efficiently through traditional, non- traditional and innovative approaches to service delivery within the broad determinants of health framework. The Clinical Manager will assist the Chief Operating Officer in the implementation of strategic clinical solutions in order to improve client care and public accountability.*

### **SUMMARY OF FUNCTIONS:**

The Clinical Manager assists the Chief Operating Officer in the responsibility of the quality of clinical services and programs. The Clinical Manager will provide direct client care approximately 50% of the time, with management responsibilities comprising the other 50%. In addition, the Chief Operating Officer may delegate specific responsibilities to the Clinical Manager as required.

The Clinical Manager, in partnership with Chief Operating Officer will be responsible to develop, implement and administer the Health Centre’s programs and services to improve client care, develop and implement solutions to clinical concerns and issues and ensure programs and services align with funder accountabilities.

### **SPECIFIC ACCOUNTABILITIES:**

#### **General Responsibilities:**

- Responsible for initiatives related to Annual Operating Plans, Quality Improvement, Service Accountability Agreements and Client Satisfaction, including improving access to care;
- Ensures the highest standards of clinical care, both in the direct client care they provide and in supporting colleagues toward quality improvement;
- Respond to client inquiries and concerns;
- Coordinates the schedule of work of the clinical team, including individual providers, clinical programs, and other learners;
- Assist in coordinating and chairing team meetings;

- Seeks the necessary approval from the Chief Operating Officer and/or Chief Executive Officer prior to the development of any new programs to ensure the program is based on the Mission, Vision and Strategic Directions of the Health Centre’s Board of Directors;
- Collaborates with Leadership and other Managers to ensure that services are optimally integrated within the broader Health Centre programs and services;
- Assists in the development of funding proposals;

**Administrative and Program Responsibilities:**

- Monitors the Annual Operating Plans and Quality Improvement (QI) of clinical services by working closely with the Leadership and the QI Committee. This includes monitoring overall quality of clinical care, the function of existing community programs and promoting any necessary further development of new programs;
- Collaborates with the Leadership and other Managers to develop, implement and lead initiatives to ensure accountability targets are met;
- Assists in the development of clinical policies and procedures;
- In partnership with Chief Operating Officer, supervise clinical and support staff of the Primary Care department; including orientation, performance enhancement, development, training, and the like;
- Coordination of onboarding new departmental staff and learners;
- Oversee and coordinate health care student placements from educational institutions;
- Membership on appropriate committees as required.

**QUALIFICATIONS:**

- Thorough knowledge of, and proficiency in, clinical practices and procedures;
- Demonstrated ability to be flexible with excellent organization and problem-solving skills;
- Excellent communication and interpersonal skills, with a demonstrated ability to direct staff to ensure an effective and efficient working environment;
- Broad knowledge in the areas of community health and health promotion;
- A Masters degree in a related field, with an RN(EC) designation
- A minimum of five years’ experience in clinical services for clients, preferably within a Primary Care setting;
- Skilled in consulting with external and internal stakeholders, partners and executive staff;
- Experience working in a multidisciplinary team and supporting effective team planning;
- Understanding and experience working in diverse, underserved communities;
- Ability to collect and analyze data, including facility with computer software applications;
- Understanding and interest in current issues in health, including health reform;
- Excellent organizational, oral and written communication skills.

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I understand the requirements, essential functions and duties of the position.

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Date

Revised:        October 2023