

SCHEDULE A: JOB DESCRIPTION

POSITION TITLE: MANAGER, PRIMARY CARE NETWORK (PCN)

REPORTS TO: PCN Steering Committee and Executive Director, Campbell River & District Division of Family Practice

POSITION SUMMARY:

The Primary Care Network (PCN) Manager is responsible for operationalizing the development of the British Columbia Ministry of Health's Primary Care Network Initiative within Campbell River & District. The PCN Manager is responsible for the day-to-day operational requirements of implementing the PCN Service Plan, including monitoring and reporting.

The PCN Manager works with key stakeholders within the Campbell River & District Division of Family Practice including Health Authority staff, Patient Medical Homes (PMHs), primary care providers (Family Physicians and Nurse Practitioners), local Indigenous communities and Nations, First Nations Health Authority, and community agencies/organizations in development of the PCN.

The PCN Manager is a shared resource, hired to work with the Division of Family Practice and Health Authority (along with other partners). The PCN Manager's work will be directed by the PCN Steering Committee and deliverables are reported to the Steering Committee Co-Convenors. The PCN Manager operates under the strategic direction of the PCN Steering Committee to implement the PCN Service Plan and reports directly to the Division's Executive Director on operational matters.

The PCN Manager will work with the community's interdisciplinary providers in a collaborative practice model towards the achievement of the attributes of the PCN. The position also functions in a manner that supports the mission, vision, values, policies/procedures, and strategic priorities of the PCN and PMH.

RESPONSIBILITIES & DUTIES

Strategic Leadership:

1. Provides overall operational leadership for the implementation of the strategies within the Campbell River & District PCN, which includes working collaboratively with the CR & District Division of Family Practice, health authority staff, PMHs, physicians, nurse practitioners, nurses, AHPs, community agencies, and other primary care partners to operationalize direction from the PCN Steering Committee (SC) and PCN (OC) Operations Committee.
2. Represents the PCN where appropriate and advocates on its behalf when necessary.
3. Assumes overall responsibility for risk assessment, mitigation and issues management for the PCN.
4. Provides strategic leadership on various committees and working groups that are related to the delivery of the PCN programs and services.

Operational Management:

1. Provides project management that includes:
 - Proposal development, management of the governance structure and operational plan.
 - Identifying and managing the operating budget (including resource allocation).
 - Developing an implementation plan, communications, quality improvement, evaluation and reporting.
2. Establishes operational procedures/resources as required to ensure consistent practice across regional PCN(s).
3. Ensures programs and services of PCN are monitored and kept up to date with national and local policies and practices.
4. Ensures Ministry of Health deliverables for the PCN funding are being achieved:
 - Engages family physicians and nurse practitioners within the PCN geography to provide data on patient attachments, using Ministry-provided data and reporting methods.
 - Meets periodically with Ministry of Health to review and discuss PAS reports as part of ongoing PCN performance for monitoring attachment, access and advancement of primary care attributes against service plan deliverables.
 - Coordinates the timely collection of PCN financial and health human resources data across all partner organizations for reporting, including the regional health authority, to track progress against service plan deliverables and share with the PCN Steering Committee (and the Ministry of Health, as required).
5. Assists in the selection and monitoring of performance indicators at the local level and prepares reports as requested.
6. Supports the change management required to implement PCN.
7. Identifies opportunities for:
 - Projects and team-based care.
 - Process improvements across the region to facilitate access and improved quality of care for populations served by the PCN, ensuring they are current, relevant, and enable cultural safety and humility.

Additional Responsibilities (as part of the PCN secretariat role for the PCN Steering Committee):

- Briefing all members on their role and the committee's purpose and responsibilities to support consistent decision making.
- Ensuring all incoming steering committee members are familiar with the Service Plan (vision, strategy and common agenda) and stage of implementation.
- Ensuring the PCN Steering Committee Convenors understands their role and responsibilities, and the functions of the steering committee, including the decision-making approach (e.g., decisions by consensus).
- Engaging with First Nations and local Indigenous organizations to advise on PCN-related priorities for Indigenous communities.
- Supporting collaborative approaches with reference groups and community organizations.
- Monitoring and reporting to the Ministry to ensure shared measurement practices and data for performance monitoring and continuous improvement.
- Developing the schedules, agendas, materials, and action tracking for steering committee meetings.

- Notifying the FPSC and Ministry of any changes to the PCN Steering Committee Convenors or Membership.

People Management:

1. Oversees the placement and orientation of allied health and nursing staff, in conjunction with the Island Health Primary Care Manager, into patient medical homes, and work with the teams to successfully implement interdisciplinary care.
2. Participates in the recruitment, selection, and orientation of PCN staff.
3. Oversees the management of the Health Connect Registry by staff.
4. Oversees the management of PCN staff and hired contractors and builds a cohesive, inclusive and motivated staff team ensuring a culture of effective collaboration throughout the organization.
5. Coaches and mentors PCN staff, providing regular and consistent feedback as well as conducting an annual performance review; define and support succession planning for all roles.
6. Promotes positive communications and collaborative practice to improve efficiencies and works with team to resolve conflict as required.
7. Develops communication strategies to inform providers of resources available within the team and to inform the public about the PCN.

Stakeholder Relations:

1. Develops and promotes collaborative, healthy working relationships with partners, stakeholders, and government agencies in implementing the PCN vision.
2. Ensures that appropriate and effective communication is in place with all key stakeholders.
3. Creates and maintains strong relationships with Indigenous Partners and the Indigenous Advisory (IA) committee, attending and participating in IA meeting when invited.
4. Collaborates with PCN Indigenous support lead and IA to ensure productive two-way communications that effectively implements initiatives approved by all parties.
5. Provides leadership in facilitating partnerships and promote cultural safety and humility to ensure Indigenous partners are full active partners in all aspects of decision-making.

Financial Management:

1. Works collaboratively with the Division's Executive Director, ensuring a strong and well-managed financial system with appropriate controls in place.
2. Provides regular financial reports to the Executive Director and ensures timely invoicing.
3. Acts ethically and equitably in all financial matters, ensuring public trust is never jeopardized (i.e., ensuring appropriate supporting documentation and approvals are in place in all circumstances).

QUALIFICATIONS & SKILLS

- Post-secondary degree in a health and/or leadership related discipline; Master's degree in a relevant health or administrative field preferred.
- Experience in community development will be considered an asset, other combinations of education and experience may be considered.



- 5+ years of previous collaborative and distributed leadership and management experience, preferably in the health care sector.
- Demonstrated experience in integrated service delivery design, project management, implementation and evaluation.
- Deep understanding of the principles of Primary Health Care, Population Health, and Health Promotion principles.
- Familiarity with the Patient Medical Home model and PCN attributes.
- Demonstrated knowledge of Indigenous cultural safety, humility, and knowledge of related recent publications/reports and Government of BC positions and policies of importance to the implementation of PCNs in BC.
- Strong interpersonal, communication, and presentation skills with the ability to professionally connect with and influence a diverse group of individuals
- Ability to think strategically, set priorities, and create plans to achieve goals.
- Skilled in facilitation and consensus-building, bringing diverse perspectives together to reach consensus in support of common goals.
- Ability to lead, plan, manage, implement, organize, prioritize and problem solve in a complex, multi- disciplinary and changing organizational environment
- Demonstrated experience in initiating changes and improvements, using quality improvement frameworks.
- Strong supervisory skills to guide and direct staff while fostering an environment of shared respect and collaboration.
- Demonstrated experience with budgeting, reporting and financial management.
- Demonstrated knowledge of collective impact and good governance models.
- Experience with employee and labour relations in BC.
- Sensitivity and respect for the human and political dynamics of health care management and system change within a culturally diverse population.
- Strong organizational, decision making and problem-solving skills; demonstrated ability to develop policy & procedures.
- High level of confidentiality, professionalism, and ethical conduct.

Note: This position is subject to a current Criminal Record Check, Child Abuse Registry Check and Adult Abuse Registry Check.