

Shuswap North Okanagan Division of Family Practice

Primary Care Network (PCN) Manager

Job Title: Shuswap North Okanagan Primary Care Network (PCN) Manager

Reports to: PCN Steering Committee

Primary Care Network (PCN) Manager

The Shuswap North Okanagan Division of Family Practice, Interior Health Authority, local First Nations, Métis organisations and key stakeholders are partnering to create a Primary Care Network. The Primary Care Networks (PCN) is a network of local primary care providers working together to meet the needs of the population.

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 the region. The Primary Care Network Manager is responsible for overseeing all administrative and operational activities of the PCN.

The overall role of the Primary Care Network Manager is to lead the direction set by the PCN Steering Committee (SC), ensuring the implementation of the PCN's business plan and oversight of the PCN's daily operations. The Primary Care Network Manager will be accountable to PCN Steering Committee for the implementation of PCN Service Plan.

Primary Responsibilities:

The specific responsibilities of the PCN Manager include, but are not limited to:

Leadership & Implementation

- Supports the mission, vision, values, policies/procedures and strategic priorities of the PCN.
- Demonstrates and promotes a commitment to cultural safety and humility within the PCN.
- Provides leadership and oversight of the patient engagement strategy to ensure the inclusion of patient voices within and across the PCN.
- Actively participates in the effective governance and function of the PCN by providing administrative and proactive strategic support to the PCN Steering Committee and working groups, and by ensuring effective engagement of all partners and people impacted by the PCN.
- Leads quality improvement and evaluation activities; including access and quality of care for populations served by the PCN.
- Provides overall leadership in the implementation of primary care initiatives, goals and objectives within the PCN which includes working with Patient Medical Home (PMH) programs/services, other primary care providers, Health Authority, community agencies, and other stakeholders.
- Assumes overall responsibility for risk assessment and issues management for the PCN.

Resource Management of PCN Staff

- Builds a high performing PCN team; ensures a culture of effective collaboration throughout the organization through hiring, working with the Interior Health Authority to ensure team integration, onboarding and orientation, performance management and practice support.
- Oversees the placement and orientation of NP's, nurses, and allied health into patient medical homes, and works with the teams to successfully implement interdisciplinary care.

- Promotes collaborative practice and works with teams to resolve conflict.
- Oversight of appropriate effective disciplinary and termination processes for PCN contracted staff.
- Coach and mentor direct reports, providing regular and consistent feedback.

Relationships

- Collaborates and maintains effective working relationships with a wide variety of partners (e.g. PCN Steering Committee, Divisions of Family Practice, Interior Health, Ministries, community agencies, organizations, and professionals) that are critical to the development and delivery of programs within the PCN.
- Participates on various committees/working groups as required that are related to the delivery of the PCN programs/services.
- Promotes positive interactions between PCN staff and public.

Financial & Legal Management:

- Ensure a strong and well-managed financial system with appropriate controls in place.
- Act ethically in all financial matters ensuring public trust is never jeopardized, particularly with regards to any payments made to the PCN Manager (i.e. ensuring appropriate supporting documentation and approvals are in place in all circumstances).

Qualifications:

- Post-secondary degree in a health 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 on a case-by-case basis.
- A minimum of five (5) years previous collaborative and distributed leadership experience, ideally in a health care setting.

Skills and Abilities:

- Conceptual skills - Demonstrated ability to relate and apply knowledge of legislated acts, regulations, policies, procedures, principles, and service delivery in the assigned areas of responsibility within the ethical standards that govern the assigned areas of responsibility, strong analytical skills.
- Team building - Demonstrated ability to create a shared vision and synergy in teamwork, and lead teams from multi-sectors including with multiple primary care providers (patient medical homes).
- Leadership - Demonstrated ability to lead, plan, manage, implement, organize, and problem solve in a complex, multi-disciplinary organizational environment. Demonstrated ability to supervise, guide, and direct staff utilizing a participatory management style.
- Change management - Demonstrated ability to function and lead effectively in a dynamic and changing environment. Demonstrated ability to effectively introduce and support purposeful change.
- Innovation - Ability to foster innovative approaches to program and service delivery.
- Communication - Demonstrated verbal, written, and interpersonal communication skills.
- Equipment - Ability to operate related equipment and to function in a computerized environment using a range of software programs.
- A current BC Driver's License.
- Physical ability to perform the essential duties of the job.

Closing date: 8 April 2021

Send resume: info@snodivision.ca