

## EMPLOYMENT OPPORTUNITY

### Primary Care Network (PCN) Program Manager Full-time

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#### The Opportunity

The White Rock–South Surrey (WRSS) Division of Family Practice (Division) is a local innovation in health care and part of a province-wide initiative designed to improve patient care, increase family physician influence on health care delivery, and enhance professional satisfaction for physicians. The Division is a non-profit society led by a Board of Directors.

The Division, working in partnership with Fraser Health and other community organizations, is implementing a Primary Care Network in WRSS over the next four years. The partners are seeking a **seasoned Program Manager** to oversee the implementation of their service plan which includes developing new health care provider positions and services to support patients and local physicians. The PCN Program Manager is integral to the successful implementation of the Primary Care Network in WRSS.

#### Responsibilities

Reporting to the Division's Executive Director, and accountable to the PCN Steering Committee, the Program Manager is responsible and accountable for leading the implementation, evaluation, quality improvement, risk management and reporting to effectively achieve the goals of the PCN service plan.

- Engage with Division members, contractors, participating physicians and health care providers, and community and health authority stakeholders to inform implementation
- Monitor implementation progress and finances, recommend modifications of program plans and/or budget as needed, and lead any refinement processes
- Ensure all activities are consistent with agreements, requirements, and goals, and in compliance with policy and procedures
- Coordinate the duties and responsibilities of the PCN team to fulfill the project deliverables, and meet regularly to provide support and monitor progress
- Ensure comprehensive project evaluation by working closely with project evaluator to ensure thorough and timely collection and analysis of data, and preparation of monthly, quarterly, yearly reports
- Utilize program data to inform continuous quality improvement and refinement of the implementation plans. Document quality improvement processes and changes

- Develop and implement patient engagement, change management, and communication plans
- Act as an ambassador for the Primary Care Network

### Qualifications

- Post-secondary degree in a health-related discipline. Master's degree in a relevant health or administrative field preferred. Experience in community development will be considered an asset. Other combination of education and experience may be considered on a case-by-case basis
- Minimum of five years of previous collaborative and demonstrated leadership experience in a health care setting preferred
- Demonstrated experience in integrated service delivery design, and in project management, implementation, and evaluation
- Strong skills in strategic project and partnership development
- Collaborative team leadership style with exceptional interpersonal communication, relationship building and problem-solving skills
- Excellent organizational skills and ability to prioritize and manage multiple tasks to meet quick deadlines with quality output
- Adept at presenting complex information and recommendations in simple, clear summaries, both verbally and in writing
- Demonstrated facilitation ability including the ability to bring diverse perspectives together to reach consensus in support of common agendas
- Knowledge of the BC healthcare system and experience working in a primary healthcare setting or experience working with physicians and/or allied health care providers is an asset
- Strong decision-making skills
- Cultural awareness and competency
- Proficiency in Microsoft Office (Word, Excel, Outlook, PowerPoint) is required
- Available to attend late morning and evening meetings

Applications by email, please, to: [wrssdfp@divisionsbc.ca](mailto:wrssdfp@divisionsbc.ca) by October 15, 2020.

September 21, 2020