

## **EMPLOYMENT OPPORTUNITY**

**Program Managers: Roles designed for progressive leadership, innovation, and transformative change.**

**Full-time / Part-Time / Contract opportunities available**

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### **The organization and it's opportunities**

The WRSS Division is a local innovation in health care and part of a province-wide initiative designed to support family physician leadership, make connections, and inspire health care change in our local community. The Division is a non-profit society led by a local Board of Directors. We are an organization that values diverse perspectives, strives for excellence, and believes in transparency and accountability. We work in partnership with the General Practice Services Committee (GPSC), Doctors of BC, Fraser Health Authority, the BC Ministry of Health, and various community service groups. Our organization operates from a contemporary, progressive standpoint, and we work both in-person and remotely. Some of our work requires us to facilitate early morning and evening meetings.

We have many initiatives at the Division that support our strategic goals and objectives. We seek seasoned program managers (PMs) to design, develop, and oversee the implementation of large scale transformative, system change programs, as well as targeted projects, focused on solving local health care problems.

We are implementing a Primary Care Network (PCN) in our community in partnership with Fraser Health and other community organizations. This program is guided by a Ministry of Health approved service plan, which includes expanded team-based care, addition of new health care providers and services to support patients and local physicians.

We support initiatives designed to strengthen the Patients Medical Home (PMH), which is a family practice that operates at an ideal level, providing longitudinal patient care. PMHs are also the foundation of care delivery, within Primary Care Networks (PCNs) and the cornerstone of an integrated system of primary and community care.

Our PM roles are designed for professionals who can develop meaningful relationships, support physicians' leadership, work in interconnected ways with internal and external partners and who have a willingness to share their expertise amongst a talented, highly skilled group of professionals while also being willing to learn and stretch themselves.

They are responsible and accountable for leading implementation, evaluation, quality improvement, risk management and reporting to effectively achieve the goals of any initiative. Their responsibilities include:

- Engaging with Division members, contractors, participating physicians and health care providers, and community and health authority stakeholders to inform implementation

- Managing implementation progress and finances, recommending modifications of program plans and/or budget as needed, and leading any refinement processes
- Ensuring all activities are consistent with agreements, requirements, and goals, and in compliance with policy and procedures
- Coordinating the duties and responsibilities of the team to fulfill the project deliverables, and meeting regularly to provide support and monitor progress
- Ensuring comprehensive project evaluation by working closely with our internal evaluator to ensure thorough and timely collection and analysis of data, and preparation of monthly, quarterly, yearly reports
- Utilizing program data to inform continuous quality improvement and refinement of the implementation plans. Documenting quality improvement processes and changes
- Leading, managing, and coaching the people side of change. Supporting the integration of new processes, facilitate adoption and behaviour change with physicians, clinicians, and clinic staff.
- Developing and implementing patient engagement, change management, and communication plans
- Acting as an ambassador for the Primary Care Network

#### **Our PMs have qualifications that include...**

- A Master's degree in a relevant health or administrative field. Experience in community development and or other combinations of education and experience in program management, design, and development.
- Previous experience in collaborative and demonstrated leadership
- 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
- Strong decision-making skills
- Cultural awareness and competency
- Proficiency in Microsoft Office (Word, Excel, Outlook, PowerPoint)