

Shared Care Project Manager

(Closing Date: April 1, 2021)

The Surrey-North Delta Division of Family Practice brings together family doctors to enhance the delivery of health care services in our community.

We are a member-driven non-profit society, created by and for doctors, who understand the needs and realities of serving a community as large and diverse as Surrey and North Delta. Through our membership we strive to provide professional support and work collaboratively to improve patient access to health care services. We are funded by the Government of BC and Doctors of BC.

Shared Care Since 2006, the Shared Care Committee has supported GPs, specialists, and partners, to work together on over 240 projects across BC. The mandate of this collaborative committee is support family and specialist physicians to improve the coordination of care from primary to specialist services.

We are looking for a Project Manager to join our team, specifically for our Shared Care projects. The Project Manager plays a pivotal role in helping to implement key projects to support family physicians in our community. This position requires the ability to manage and implement several concurrent projects and requires healthcare knowledge, stakeholder engagement and strong project management skills.

It is extremely important for this person to possess excellent people skills to routinely interact with family physicians in the community, as well as leaders and team members from various partners in the community. The work is varied and challenging, and the candidate must be flexible and enjoy and thrive in a busy, deadline driven environment.

Responsibilities

Reporting to the Director of Strategic Initiatives and PCN (SI-PCN Director) the Project Manager is responsible and accountable for leading the design, implementation, evaluation, quality improvement, risk management and progress reporting to effectively achieve the goals of the project(s)/initiative(s), operating within the established budget.

- Complete project plans and lead the implementation and evaluation through engagement with division members, staff, contractors, participating physicians, community, and health authority stakeholders.
- Monitor project progress and finances as required; recommend modifications to project plans and/or budgets as needed and lead any refinement processes.
- Ensure delivery of the project is consistent with agreements, requirements, and goals, and in compliance with Division policy and processes.
- Coordinate the duties and responsibilities of the program(s) team(s) and working group(s) to fulfill the project deliverables, and meet regularly to provide support, monitor progress and participate in project activities.
- Ensure comprehensive project evaluation by working closely with the project evaluator to ensure thorough and timely collection and analysis of data, and preparation of interim and final evaluation reports.
- Ensure that the security and confidentiality of all data is maintained consistent with provincial regulations and Division policy.
- Utilize project data to prepare quarterly progress reports for submission and inform continuous quality improvement and refinement of each project. Document quality improvement processes



Surrey-North Delta Division of Family Practice

A GPSC initiative

and changes.

- Prepare a bi-weekly progress report to the SI-PCN Director on all project activities and assist to develop internal reporting forms and processes.
- Meet regularly with SI-PCN Director to confirm direction, to provide project updates, and to escalate issues or concerns that arise from the delivery of the project and that may be of interest or importance to project teams and/or the Board.
- Act as an ambassador of the Division and its Mission and Values.

Qualifications

- University degree in a discipline related to project management, social sciences, healthcare, business administration or organizational design.
- Three to five years' experience in project management, with proven ability to plan, lead, implement, manage and evaluate projects and inspire positive change.
- Strong skills in facilitation, systems thinking and strategic program 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.
- Demonstrated technical and analytical skills with the ability to extract and analyze large datasets for the purpose of identifying patterns, trends and relationships.
- Adept at presenting complex information and recommendations in simpler, clear summaries, both verbally and in writing.
- Fundamental knowledge of survey data and assessment tools, and data management and analysis.
- Familiarity with Surrey-North Delta family physicians, specialists and Fraser Health would be an asset.
- 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.
- Cultural awareness and competency
- Proficiency in Microsoft Office (Word, Excel, Outlook, PowerPoint)
- Valid driver's license with access to a vehicle for local travel (during COVID travel may not be required)

Working conditions

- This will start as a part-time contract position with the potential to move into a full-time position. Flexibility required to attend early morning, evening, and occasional weekend meetings. Frequent travel may be required across Surrey and North Delta, as well as to regional and provincial meetings throughout the lower mainland. (During Covid-19 most meetings will be held virtually).
- Compensation is competitive and commensurate with experience.
- Availability to start ASAP.