Job Description

Job Title: Primary Care Manager

Job Summary
The primary focus of this position is to provide leadership and support for the work of primary care staff team. The Manager is responsible for ensuring the provision of high-quality primary care services in keeping with principles of client-centred collaborative care. The Manager will lead and coordinate quality improvement activities in the area of primary care.

The Primary Care Manager provides direct supervision for the primary health care staff team, currently comprised of: Physicians, Nurse Practitioners, Registered Nurses, Social Workers, Dietitian and Chiropodist.

Responsibilities

Service Delivery and Planning
1. Coordinate the service delivery activities of the primary care staff team, ensuring an integrated, collaborative client-centred approach.
2. Collaborate with the Team Lead-Primary Health Administration to facilitate optimal communication between primary care and admin staff and to ensure an effective, coordinated work flow.
3. Respond to day-to-day client, staff and operational issues.
4. Manage processes related to the roster of primary care clients including partnerships with external agencies and internal review mechanisms, in keeping with KDCHC policies and procedures.
5. Oversee the appointment scheduling process ensuring the effective use of staff and facility resources.
6. Develop and maintain effective relationships with staff at partner agencies where KDCHC provides outreach services.
7. Provide direction and support to staff leads responsible for specific program areas such as: Psychiatry, Telemedicine, and Clinical Connect.
8. Provide leadership and support for staff to enhance the effective use of the electronic health records system. Work with the Data Management Coordinator and peer trainers to identify training needs.
9. Coordinate the planning process for new primary care programs and service initiatives, in collaboration with the staff team, the Team Lead-Primary Health Administration, Directors and other teams as appropriate.
10. Lead the development and documentation of guidelines related to service delivery and or professional practice in collaboration with relevant staff.
11. Develop an annual work plan for the primary care program, in collaboration with the Director of Client Services and other staff.
12. Develop agendas for regular staff meetings in collaboration with staff; ensure that minutes of meetings are maintained and circulated to all stakeholders.

**Quality Assurance and Improvement**
13. Regularly review and analyze service delivery and other relevant data. Provide interpretive information to staff and management.
14. Provide leadership in the development and implementation of quality improvement initiatives related to primary care programs and services.
15. Coordinate chart audits and other quality assurance activities.
16. Participate in centre-wide quality assurance and improvement initiatives.

**Human Resources**
17. Support, coach and supervise assigned staff, including the development and monitoring of goals and individual work plans.
18. Assist staff in identifying areas for growth and professional development.
19. Complete performance appraisals for all direct reports.
20. Provide support and guidance to staff in the areas of effective communication and conflict-resolution.
21. Develop and review staff schedules to ensure maximization of service delivery.
22. Approve requests for leave and professional development funding.
23. Participate in the recruitment and hiring of primary care staff.
24. In collaboration with the Director of Administration, coordinate the orientation and training of new primary care staff.

**Financial**
25. Participate in KDCHC’s annual budget development process.
26. Monitor assigned operating budgets and that expenditures remain within budget.
27. Review and approve expenditures within assigned budget.
28. Recommend capital and other equipment purchases to support programs, as required.

**Other**
29. Participate in policy development and review activities.
30. Participate in centre-wide risk management initiatives.
31. Participate in accreditation processes and provide leadership in areas related to the primary care program.
32. Develop and maintain effective relationships with external partners as necessary to support and enhance the performance of relevant job responsibilities.
33. As a Student Supervisor, provide orientation, ongoing support, coaching and monitoring in order to meet the requirements of KDCHC and of the educational institution.
34. As a Volunteer Supervisor, provide support, training, monitoring and on-going communication as needed for the volunteer to successfully fulfill their position description.
35. Work during both regular and extended hours (evenings/weekends) and in locations within Kitchener to be determined by KDCHC.
36. Participate in team and staff meetings and other meetings and committee work as appropriate to support both service delivery and organizational goals.
37. Collect, analyze and report on data and relevant information and participate in research as determined by KDCHC
38. Contribute to the centre-wide practices of hiring, orienting and training of staff
39. Work from a Social Determinants of Health perspective to improve health outcomes for individual clients and/or for the development of community health and well-being
40. Work in a manner that preserves confidentiality
41. Work in a manner that ensures client safety and minimizes risk to clients, volunteers and the Centre.
42. Work in a manner consistent with the KDCHC Vision, Mission and Guiding Principles
43. Work in a manner that demonstrates self-reflection and personal accountability for work performance
44. Adhere to all KDCHC policies

Accountability

This position is accountable to the Director of Client Services

Qualifications

1. Current Ontario Registration as a Regulated Health Professional in a primary care discipline.
2. Undergraduate degree in a health care discipline.
3. Graduate degree or additional relevant training is preferred.
4. Three to five years management experience.
5. Experience in a community-based primary health care setting is an asset.
6. Broad knowledge in the areas of community-based primary health care, the social determinants of health and health promotion.
7. Demonstrated leadership abilities within an interdisciplinary, culturally diverse staff team.
8. Knowledge and experience in quality improvement processes.
9. Demonstrated leadership experience in change management.
10. Demonstrated ability to work collaboratively in a client-centred approach.
11. Strong organizational, administrative and time management skills.
12. Effective decision-making and problem-solving skills.
13. Excellent communication and conflict-resolution skills.
14. Demonstrated ability to communicate effectively in English, both written and verbally. Second language is an asset.
15. Experience working effectively with culturally and economically diverse populations.

Approved by: Eric Goldberg, Executive Director

Date: November 1, 2013