



Job Description

IDENTIFICATION

<i>Position Number</i>		<i>Position Title</i>	
X-01-41		Manager, Primary Care and Community Health	
<i>Department</i>	<i>Position Reports To</i>		<i>Site</i>
Primary Care & Community Health	Director, Client Services		Hay River Regional Health Center and Náydi Kúé

PURPOSE OF THE POSITION

Reporting to the Director of Client Services and working as a member of the management team, the position manages Primary Care (which includes Medical Clinic, Rehabilitation, Registration, Telehealth, and Physician Administration Coordinator) and Community Health (which includes Public Health and Community Wellness Administration) to ensure the provision of efficient, effective client-focused services and a high level of professional care in accordance with the Hay River Health & Social Services Authority vision, policies and objectives, NWT Registered Nurses Association Standards, Act and Professional Codes of Ethics and Practices.

SCOPE

This position may be located at one of the Hay River Health & Social Services Authority (HRHSSA) locations. They include the Hay River Regional Health Center (HRRHC), the Gensen Building, Woodland Manor, Supportive Living Services and/or Náydi Kúé. The HRHSSA is an accredited, integrated health authority that provides the following services: 19 acute inpatient beds (14 Community Support Beds, 1 Family Suite (Palliative), 2 Secure Rooms, 2 Observation beds), Emergency and Ambulatory Care, including dialysis and endoscopy; Midwifery Care and Delivery; 25 Long Term Care beds; Supportive Living Campus, a Territorial campus providing 11 permanent residences; Diagnostic Services (Diagnostic Imaging, Ultrasound, Mammography); Laboratory; Medical and Specialty Clinics including Diabetes programming; Social Programs (Community Counselling, Healthy Families and Child and Family Services) Community Health and Home Care, Rehabilitation which include Physiotherapy, Occupational Therapy and Speech Language Pathology; and a full range of Support Services.

The HRHSSA serves a population of 3,600 plus six (6) outlying communities with a catchment population of 6,000 depending on the program.

The Primary Care programs serve this area, with approximately 1200 clients seen per month in the clinics. The Medical Clinic is funded for five full time family physicians, along with a Nurse Practitioner. In the Medical Clinic, the position directly supervises Nurse Practitioners,

Licensed Practical Nurses (LPN), Telehealth Coordinator, Physician Administrative Coordinator and Clinic Assistants, including Registration, and directs all activities associated with general practice clinics and specialty medical clinics. The Manager, Primary Care and Community Health ensures staffing levels meet clients' access and acuity needs. This position involves the management of the family practice and specialist's clinics resulting often in scheduling and communication of bookings to other HRHSSA Departments, Dental Clinic, Health Centers, and Yellowknife Specialist Clinics, including the provision of the health care services, client follow-up and evaluation.

The incumbent also manages the Community Health programs which serve the same surrounding communities, with a variable number of patients/clients seen in the programs. This position is directly responsible for expenditures totaling approximately \$2.5 Million per year.

The incumbent oversees approximately twenty seven staff. The incumbent works with other patient/client care Managers and teams to ensure proper assessment, planning, implementation, and evaluation of patient/client care outcomes.

RESPONSIBILITIES

- 1. Organizes, manages and supervises the departments' activities according to the Collective Agreement and the HRHSSA policies and procedures, and ensures the Primary Care Services and Community Health are operating efficiently and with the required human resources.**

Main Activities:

- a) Manages, coordinates, and facilitates all aspects of human resources for the various program areas to ensure the efficient and safe operation of the departments:
 - responsible for hiring, developing and promoting staff to enable the fulfillment of the departments' objectives;
 - participates with Human Resources in planning and orienting new staff;
 - counsels staff on performance and maps out progressive discipline up to and including recommending discharge;
 - maintains approved standards of training to ensure that all staff delivering care to patients/clients are doing so in a safe and competent manner and promotes continuing education for department's staff;
 - monitors and evaluates job performance through the performance appraisal process to determine areas of strength and to assist in guiding staff to develop short and long term goals for the advancement of their careers;
 - encourages positive working environment and relationships with staff members and other health care professionals on the health care team;
 - accountable to direct staff to meet goals and objectives;
 - ensures that staff are up-to-date on their required Certification/Licenses;
 - encourages an open, positive work environment by maintaining effective communications with staff and facilitating conflict resolution between team members, when necessary.
- b) Promotes effective labor relations and ensures compliance with the Collective Agreement throughout the program areas.
 - represents the employer, in coordination with Human Resources, in discussions with the union on issues arising in the assigned program areas;
 - facilitates dispute resolution and responds to level one grievances, consulting with Human Resources personnel as required to obtain advice and assistance;
 - participates in the arbitration process as required;

- advises supervisors and employees on the interpretation and application of the Collective Agreement on issues affecting the department;
- participates in the formulation of collective bargaining proposals;
- contributes to the formulation of labor relations policies.

2. Develops and monitors approved Operating Business Plans, the operating budgets for Primary Care and Community Health services, consulting with staff, patients/clients and other program managers to integrate the department within HRHSSA finances:

Main Activities:

- develops funding proposals and program planning for the departments and special projects;
- evaluates departmental services and procedures to continually develop and improve cost-effective service and find new efficiencies;
- develops monthly variance reports and statistical reports as required.

3. Coordinates the operation of Primary Care and Community Health Services, in accordance with HRHSSA policies and procedures, and appropriate Standards of Practices ensuring they are run in a safe, efficient, client-focused manner, providing quality patient/client care.

Main Activities:

- a) Directs, evaluates, and follows up on patient/client care in accordance with HRHSSA and department policies and procedures to ensure risk-free, high quality and compassionate care of patient/client within a clean and safe environment:
- promotes and ensures that all patient/client care personnel perform regular and special procedures in accordance with approved standards in a safe and competent manner;
 - initiates workplace accident investigations and documents WSCC occurrences in accordance with policies and procedures;
 - directs the provision of patient/client care support in unusual and emergency situations to ensure safe care of patients/clients;
 - is the first line of assistance for staff dealing with unusual or complex occurrences;
 - deals with conflicts between staff, patients/clients, families and members of the community.
- b) Collaborates with the Quality & Risk Manager to ensure that Quality and Risk Management programs for the departments are maintained under current professional Standards of Practice and the recommended Accreditation Standards:
- assists in the development and monitoring of the Quality and Assurance indicators;
 - reviews incidents and provides appropriate follow-up of medication errors, unusual occurrences for patients/clients, visitors and staff;
 - maintains up-to-date departmental policies and procedures;
 - prepares, achieves and monitors recommended Accreditation Standards;
 - ensures the availability of current manuals and reference materials;
 - collects and analyzes departmental statistics and prepares reports;
- c) **Develops and fosters a team approach to the management and delivery of high quality care to all clients/patients associated with the departments of Primary Care and Community Health.**

Main Activities:

- Functions as a member of a multidimensional and interdisciplinary team to deliver quality care to patients/clients through continuous quality improvement within the organization and in the community;
- participates on committees as required, such as Accreditation committee, Infection Control Committee, and Quality Assurance/Risk Management Committee and other committees with the goal of improved patient/client care services;
- participates on various interdisciplinary, interdepartmental committees to facilitate communication between departments on issues of mutual concern and interest e.g. Management team, Medical Care Committee, etc.;
- act as a resource/consultant for the Clinical Practice Advisory Committee

POSITION ROLE IN CLIENT & STAFF SAFETY:

The HRHSSA is committed to creating a culture of safety throughout the organization. A culture of safety is necessary to provide optimal care to our clients, and a healthy workplace for staff. An organization with a culture of safety is characterized by several elements:

- Client-centered care;
- Healthy workplace;
- Open communication; and a
- Blame-free and accountable environment.

All staff throughout the organization shares the responsibility for client and staff safety by:

- Demonstrating a commitment to safety;
- Complying with safety policies, procedures and best practices;
- Identifying and reporting safety issues; and
- Participating in safety initiatives.

Criminal Record Check

Employment with the Hay River Health & Social Services Authority is contingent on providing a satisfactory criminal record check including the vulnerable sector check to the Human Resources Office prior to the official start date of a position.

KNOWLEDGE, SKILLS AND ABILITIES

- Experience in exercising professional judgment and problem solving.
- Demonstrated strong interpersonal and leadership skills.
- Excellent oral and written communication skills.
- Good computer skills and knowledge.
- Experience with planning, developing and managing: strategic, operational and program budgets and equipment.
- Ability to train and develop staff potential.
- Knowledge and experience in quality improvement and risk management programs.

- Experience in dealing with human resources issues including knowledge and experience in interpreting and applying collective agreements.
- Proven experience in prioritizing demands in high volume constantly changing environment.
- Must be resourceful and innovative
- Must be able to acquire within a reasonable time frame and remain current with the Non-violent Crisis Intervention certification
- Knowledge and experience in a clinical care discipline and ability to promote high standards of practice, education, and administration in order to achieve quality care.
- Experience in producing results and functioning in a team-based setting.
- Able to function in a multi-cultural environment while maintaining sensitivity to others' situations and feelings

These skills are normally acquired through graduation of a Bachelor's Degree in Nursing, or a degree in Health Administration or equivalent, with at least five years Management experience. Eligibility for registration with the RNANT/NU is a preferred. A minimum of five years' experience in a Primary Care or Community Health setting is preferred.

WORKING CONDITIONS

Physical Demands

Much of the time is spent sitting in a comfortable position with frequent opportunity to move about.

Time spent sitting at the computer, desk or in meetings High intensity 70%

Assisting in patient/client care. Low intensity 15%

Walking about Low intensity 15%

Environmental Conditions

Incumbent works in an office environment Medium intensity 50%

The incumbent works in a hospital/clinic environment. The incumbent may be exposed to infectious diseases, biohazard waste, human waste and sharps. The incumbent may be at risk of injury from assisting in patient/client care. Low intensity 15%

Sensory Demands

Constant periods of high acuity demand long periods of concentration, accompanied by frequent interruptions that result in continually evaluating and shifting priorities. Several of the senses must be utilized in observance of patients/clients, staff and their environment High intensity 85%

Must constantly be able to prioritize and communicate demands from each department and external customers. Constant use of the senses to make sound judgments. High intensity 85%

Mental Demands

The environment is dynamic and constantly changing, resulting in continually reevaluating and shifting priorities. High Intensity 60%

The Manger is expected to remain calm, controlled and professional, regardless of the situation and demonstrate care and compassion to the staff, patient/client, family and other members of the health care team. High intensity 85%

High turnover rates and the need to properly staff programs, along with the difficulty to recruit qualified staff leads to mental anguish, stress and fatigue which occurs on a daily basis. High intensity 85%

As a member of the management team, the incumbent must often work long hours, take calls on evenings and weekends to resolve urgent situations or be informed of any unusual occurrences. Frequent disruptions of family/social life. Medium Intensity 50%

CERTIFICATION

Position Number: X-01-41

<p>_____ Employee Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p>I certify that I have read and understand the responsibilities assigned to this position.</p>	<p>Director, Client Services _____ Supervisor Title</p> <p><i>Dale Snow</i> _____ Supervisor Signature</p> <p>30 June 2022 _____ Date</p> <p>I certify that this job description is an accurate description of the responsibilities assigned to the position.</p>
<p><i>[Signature]</i> _____ Director/Chief Executive Officer Signature</p> <p>June 30, 2022 _____ Date</p> <p>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</p>	

The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position.

- Amended position – September 2006
- Amended July 2012 (Clinic Services added; Rehab removed)
- Amended September 2016
- Amended March 2020
- Amended July 2020
- Training & Location Update - December 2021
- Removed requirement of RNANT/NU registration, Medical Clinic RN, Home Care & Diabetes Team. Clarified position compliment of Primary Care and Community Health. March 2022
- April 2022 – NVCI training update & Náydí Kú, updates to supervisory departments, editorial changes