



POSITION DESCRIPTION

Position Title: Director, Health Services – Primary Care
Department: Primary Care
Classification: Management
Union: Non-Union
Approved by: Regional Lead – Community & Continuing Care
Date approved: November 26, 2024

REPORTING RELATIONSHIPS

Position reports to: Regional Lead – Community & Continuing Care

Positions supervised: Managers, Health Services; Administrative Support; other staff as appropriate

POSITION PURPOSE

The Director, Health Services – Primary Care is responsible for providing leadership and oversight for Primary Care services and programs, including Southern Health-Santé Sud owned primary care clinics. The Director is responsible for program planning and development, implementation of best practice, adherence to standards of care and supporting priorities in the programs and services. The Director is expected to develop and sustain strong collaborative working relationships with community partners, leadership in Acute Care, Community & Long-Term Care programs, and provincial colleagues. As a member of the Regional Leadership Team, the Director makes decisions regarding policy formation, long range planning, program development, resource allocation, quality improvement activities and coordination of services and programs.

The incumbent exercises the appropriate level of initiative and independent judgment in determining work priorities, work methods to be employed and action to be taken on unusual matters. The position functions in a manner that is consistent with the mission, vision and values; and the policies of Southern Health-Santé Sud.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

Duties and functions include but are not limited to the following:

- Lead a multi-disciplinary team of technical and clinical staff in the integrated delivery of the routine to complex health services in Primary Care.
- Inspire and lead Primary Care staff to embrace and adopt integrated, people centred care pathways and service delivery models.
- Work closely with key partners, including Indigenous communities and organizations, private clinics, community groups, and regional and provincial colleagues to strengthen and improve service delivery.

MAJOR RESPONSIBILITIES

Leadership

- Actively contribute as a member of management to inform organizational strategic planning and implement operating plans within Primary Care.
- Carries out professional activities in a self-directed, responsible manner which reflects legal, ethical, and practice standards.
- Acts as a resource and role model for staff.
- Facilitates opportunities for development of leaders or potential leaders within Primary Care.
- Maintains contact with counterparts in other Regional Health Authorities and professional associations to keep abreast of practice issues and changes in health care delivery systems.
- Facilitates an environment which fosters change and innovation that is in keeping with the organization's mission, purpose and objectives.
- Implements change through effective delegation and participatory management.
- Maintain and apply current knowledge and information on trends in Primary Care to develop, apply and monitor effective strategies that ensure operational goal achievement including innovations in service delivery, technology, and population and public health interventions with a focus on quality improvement and client safety.
- Articulates the philosophy of quality improvement which is consistent with that of the organization.
- Identify and inform senior leaders of immediate and long-term opportunities and risks.
- Act as a thought leader and subject matter expert in the leadership of Primary Care.

Health Services Management and Delivery

- Manages and leads services within Primary Care to enable client access and effective care pathways across the provincial health-care system.
- Advocates, considers and strengthens accessible, appropriate, and safe care for all individuals.

- In conjunction with Public Health, participates in, manages and maintains a regional after hours on call rotation for staff working outside of business hours and ensures appropriate after-hours response to public health issues (e.g. communicable disease, disasters).
- In conjunction with the Regional Lead – Medical Services & Chief Medical Officer, responsible for the provision of appropriate physician and other professional consultative services as needed for safe client care.
- Manage organizational change in Primary Care including recommending and implementing policy, procedures, standards and practices related to the systems and services to meet ongoing customer needs in a dynamic environment.

Financial and Performance Management

- Assesses and plans for future needs in relation to staff, equipment, space, and supplies.
- Establishes/monitors the approved budget for assigned programs and services in collaboration with Regional Lead, Community & Continuing Care, Managers, Health Services and Business and Finance Analyst.
- Develop and implement annual operating plans for Primary Care, measuring progress quarterly, and adapting tactical approaches to ensure overall operational goal achievement.
- Monitors and analyzes quality improvement data and assists the Managers, Health Services to identify solutions for areas of potential risk, or improvements for areas of weakness.
- Reviews and acts based on operational performance metrics aligned with established performance indicators measuring the effectiveness of the service, and achievement of quality and service targets (e.g. service access, service outcomes, partner/stakeholder engagement).
- Modify and improve services to ensure ongoing capacity to meet the dynamic needs of the population.
- Review and act based on operational performance metrics aligned with established key performance indicators measuring the effectiveness of the service, and achievement of quality and service targets (e.g. service access, service outcomes, partner/stakeholder engagement).
- Establish and manage the approved annual capital and operating budgets and expenditures in alignment with approved operating plans and policies.
- Reviews pertinent safety events and ensure appropriate follow-up.
- Facilitates policy and procedure review and development.
- Maintains records of quality improvement activities and submits reports as requested.

Staff Management

- Lead and mentor staff in an engaged work environment focused on supporting the operating goals of the organization.

- Collaborates with Managers, Health Services and Human Resources team to ensure that effective systems for the recruitment and retention of staff are in place.
- Delegate and assign accountability for important outcomes aligned with operating goals to appropriate staff in the work area; providing ongoing support, coaching, mentorship and direction to build staff capabilities and ensure goals are achieved.
- Model and ensure compliance with all organizational policies, procedures, standards of practice and guidelines, and all external legislative, regulatory, accreditation and applicable professional requirements.
- Evaluate and manage the performance of direct reports.
- Provide performance feedback to colleagues internally and in partner organizations based on direct interaction and the outcomes of the work of the staff in their functional areas related to effective collaboration.
- Authority to hire, discipline, and recommend the dismissal and suspension of employees.

Advancement of Knowledge

- Maintains current knowledge of trends and issues within Primary Care, and recommends changes in policies and procedures, equipment, and programs/services based on this knowledge.
- Ensures educational opportunities are provided within the available resources.
- Supports research which has the potential to enhance client care and outcomes by:
 - Encouraging use of research.
 - Promoting an inquiring approach.
 - Identifying potential research areas.

General

- Contributes to making the organization safe for patients, residents, clients and staff, and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.
- Pursuant to the Regional Health Authority Act, Southern Health-Santé Sud is designated bilingual (English/French). Accordingly, all employees accept responsibility to support clients in their official language of choice.
- Performs other duties as assigned.

Responsibilities and accountabilities are assigned in broad organizational objectives. The position is subject to review of general effectiveness and attainment of objectives through performance measurements.

PERFORMANCE MEASUREMENTS

1. In accordance with the regional performance review guidelines.
2. The position functions in a manner that is consistent with the mission, vision and core values and the policies of Southern Health-Santé Sud.

QUALIFICATIONS

Education/Certification:

- Baccalaureate Degree in a health related discipline.
- Masters Degree in a relevant discipline is an asset.
- Additional education/preparation in management and administration preferred.
- Eligible for licensure and a member in good standing of the college or association that accredits their professional designation, governed by the Regulated Health Professions Act (RHPA).

Knowledge required:

- Demonstrated knowledge of the Manitoba Health Care system including broad understanding of the issues in rural health service delivery.
- Knowledge of relevant legislation and regulations and demonstrated experience in applying same.
- Knowledge of program development and evaluation, primary care issues, and health system theory, practice and research.
- In-depth knowledge of principles of primary care and primary health care.
- Knowledge of/experience with risk management and patient safety.
- Knowledge of/experience with quality improvement/LEAN design.

Experience required:

- Minimum five (5) years of direct clinical services delivery in Primary Care.
- Minimum five (5) years of progressive management experience leading a broad spectrum of health services including:
 - Management experience leading an interdisciplinary health service.
 - Experience participating in operational planning, implementing operational directives, and achieving formal quality, patient safety, service integration and partner collaboration goals and objectives.
 - Experience building and leading a high-performing, interdisciplinary team in a publicly funded health services delivery organization including influencing and collaborating with senior management.
 - Experience in proposal writing, budget development, policy development and contract management.

Skills/Competencies/Conditions of employment:

- Demonstrated ability to foster and promote positive working relationships.

- Demonstrated ability to work independently and appropriately manage multiple tasks within a dynamic environment.
- Demonstrated ability to consider the continuum of health services in decision-making/planning process.
- Demonstrated leadership abilities. The provincial health system in Manitoba has adopted the LEADS in a Caring Environment framework.
- Demonstrated ability to adapt to be flexible, manage and facilitate change.
- Competent with Microsoft Windows based programs (MS Word, Excel, PowerPoint, and Outlook).
- Demonstrated record of commitment to ongoing professional development and life-long learning.
- Given the cultural diversity of our region, the ability to respect and promote a culturally diverse population is required.
- Proficiency of both official languages is essential for target and designated bilingual positions.
- Demonstrated ability to respect confidentiality including paper, electronic formats and other mediums.
- Demonstrated ability to meet the physical and mental demands of the job.
- Good work and attendance record.
- Completes and maintains a satisfactory Criminal Record Check, Vulnerable Sector Search, Adult Abuse Registry Check and Child Abuse Registry Check, as appropriate.
- All Health Care Workers are required to be immunized as a condition of employment in accordance with Southern Health-Santé Sud policy.
- Requires a valid Class 5 driver's license, an all-purpose insured vehicle and liability insurance of at least \$1,000,000.

WORK CONDITIONS

- No hazardous or significantly unpleasant conditions.
- May work occasionally evenings and weekends as necessary.
- Will be required to travel to other regional facilities as the position duties may require.

SALARY SCALE

Confidential

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.