



## POSITION DESCRIPTION

<b>POSITION TITLE:</b> Medical Clinic Manager -West	<b>DEPARTMENT:</b> Medical Administration – Clinics
<b>CLASSIFICATION:</b> Management	<b>APPROVED BY:</b> Chief Medical Officer
<b>UNION:</b> Out of Scope	<b>DATE APPROVED:</b> May 24, 2022

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### REPORTING RELATIONSHIPS

**POSITION REPORTS TO:** Chief Medical Officer and/or Regional Primary Care Medical Lead

**POSITIONS REPORTING TO MEDICAL CLINIC MANAGER - WEST:** West Area Clinic Clerks and Nursing Staff

**POSITIONS OVERSEEN BY MEDICAL CLINIC MANAGER – WEST:** Allied Health providers working in the West Area Clinics as well as Physicians (in collaboration with Regional Lead – Medical Services & Chief Medical Officer and/or Regional Primary Care Medical Lead)

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### POSITION PURPOSE

Reporting to the Regional Lead – Medical Services & Chief Medical Officer, the Medical Clinic Manager-West is responsible for providing leadership and operational oversight to the Southern Health-Santé Sud West Area Clinics (Clinique Notre-Dame Clinic, Clinique St-Claude Clinic, as well as Medical Clinic - Swan Lake, Medical Clinic - Somerset and Medical Clinic - Manitou), and working with the West Area Clinic's interdisciplinary teams to promote an efficient and collaborative safe work environment conducive to attainment of the highest degree of person centered quality patient care and service.

The Medical Clinic Manager-West is responsible for and has a good comprehension of the integrated roles and responsibilities of staff in the West Area Clinics who often work seamlessly within interdisciplinary community and acute care settings. The incumbent is responsible for the management and leadership, planning, organizing, program development, communication, resource management (human, material and fiscal), policy development, advancement of knowledge, and continuous quality improvement.

The Medical Clinic Manager-West is directly accountable to the Regional Lead – Medical Services & Chief Medical Officer as it relates to: Client/patient care management in the West Area Clinics, problems related to client/patient care and staffing, and the status of problem resolution and variances from the approved budget.

The incumbent exercises an elevated 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**

### **LEADERSHIP**

- Provides leadership to the health care team for all the West Area Clinics, in the delivery of services to meet the needs of the population served.
- Establishes the West Area Clinics strategic direction, inspired by the organization's vision and mission.
- Builds a collaborative, interdisciplinary and people-centered culture between all West Area Clinics.
- Engages and partners with community stakeholder groups to communicate, dialogue and develop strategies that foster healthier people and healthier communities.
- Works collaboratively with diverse groups within the region as well as within the province to develop strategies that foster healthier people and healthier communities.
- Works closely and meets regularly with the Medical Clinic Manager – East to support standardized processes across all SH-SS managed clinics.
- Politically astute, and can negotiate through conflict and mobilize support.
- Maintains and facilitates effective communication and relationships with patients, clinic staff and the public.
- Performs other duties as assigned.

### **QUALITY IMPROVEMENT AND RISK MANAGEMENT**

#### **Patient and Workplace Safety**

- Responsible to operationalize continuous quality improvement activities and contributes to making the West area clinics safe for patients/clients and staff.
  - Fosters a workplace culture that encourages and supports interdisciplinary collaboration in support of quality people-centred health care.
  - Fosters a workplace that empowers personal responsibility, accountability and ethical decision making.
  - Fosters a respectful and trusting work environment where clinic staff with diverse opinions are valued.
  - Understand and promotes Advanced Access processes.
  - Uses evidence based clinical guidelines (including the Southern Health-Santé Sud ethical decision-making framework), and algorithms to help problem solve with staff.
  - Accountable for monitoring and responding to key performance measurements and indicators.
  - Identifies and supports pertinent educational opportunities for staff development
- Manages complaints and critical occurrences as per regional policy.
- Identifies and responds to professional practice issues in a prompt fashion.
- Ensure all staff work within their professional standards of practice/codes of conduct and the Regulated Health Professions Act relevant to the professions within the clinic.
- Ensures application of Workplace Safety & Health regulations and policies.

- Contributes to making the organization safe for patients, clients, and staff, and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

### **Culturally Safe Care**

*Southern Health-Santé Sud is located on Treaty 1 and Treaty 3 territory, the traditional lands of the Anishinaabeg, Cree, Oji-Cree, Dakota, and Dene Peoples, and the homeland of the Métis Nation.*

*Southern Health-Santé Sud is a designated bilingual (English/Français) service delivery organization.*

- Practices and advances offering culturally safe and trauma-informed care.
- Promotes and supports the concept of “active offer”.
- Follows French Language Services (FLS) policies and processes for hiring designated staff into clinics that are designated bilingual.
- Provides support to staff to address specific Cultural Safety training needs (i.e., Trauma Informed practices, Harm Reduction, FLS training).
- 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.

### **HUMAN, MATERIAL, FINANCIAL RESOURCE MANAGEMENT**

#### **Health Human Resources – Builds high performing collaborative West Area Clinic teams**

- Responsible for hiring and mentoring clerical and nursing staff in the clinics.
- Provides leadership and support for the recruitment, orientation, and retention of all staff in the clinics.
- Facilitates collaboration, connection, and cooperation within and between all the West Area Clinics to achieve strategic results.
- Understands and manages respective collective agreements as well as takes part in labour relations matters as required.

#### **Health Human Resources - Builds partnerships and networks with Regional /Provincial teams**

- Meets regularly with the Regional Lead – Medical Services & Chief Medical Officer and/or the Primary Care Medical Lead and/or the Medical Administration Team, to understand the socio-political environment, share strategic directions and review goals and objectives.
- Meets regularly as a member of the site leadership (which can include leads from Personal Care Home (PCH)/Long Term Care (LTC), Acute Care, Transitional Care Unit (TCU, low acuity setting)) to coordinate seamless continuity of care across the continuum within the communities served.
- Meets and/or maintains contact with other programs, sites, partner agencies, professional associations as needed to stay connected with and aware of developments within the broader health care system that might affect the staff or operations of the clinic.

#### **Material & Financial Resources**

- Identifies opportunities to standardize processes (i.e., workflows, scheduling practices, stocking and ordering medical supplies/equipment) and optimize resources (human and material) across the West Area Clinics managed by the Medical Clinic Manager.
- Develops appropriate orientation material for new staff.
  - Works with multiple agencies (i.e., Digital Health, Manitoba Health, Payroll) to insure the on-boarding process is seamless.

- Coordinates the various activities of the multi-disciplinary staff in the West Area Clinics as well as outside of the clinic (i.e., hospital, TCU, PCH, on call rotas, enhanced primary care hours, teaching).
  - Manages or develops processes to manage various staff schedules (physicians, nurses, clerical staff, My Health Teams staff).
  - Manages or develops processes to coordinate learner schedules in support of the Clinical Teaching Unit and/or other practicum opportunities.
- Collaborates along with the financial analyst, with the annual budget process as well as with the analysis of monthly financial variance reports.

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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 appraisal guidelines and expectations.
2. Defined goal achievements (determined at time of performance review).
3. Achievement of identified essential functions and basic duties outlined above.
4. The incumbent will exercise initiative in carrying out tasks and will demonstrate sound judgment and excellent time management skills in determining the methods to apply to tasks.
5. The position functions in a manner that is consistent with the mission, vision and values; and the policies of Southern Health - Santé Sud.

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## **QUALIFICATIONS**

### **EDUCATION/CERTIFICATION:**

- Baccalaureate Degree in a health-related field.
- Formal leadership training.
- A suitable combination of post-secondary education and health care/management experience relative to the position will be considered.

### **KNOWLEDGE REQUIRED:**

- Demonstrated understanding of French Languages Services mandate.
- Demonstrated understanding of Indigenous Cultural Safety.
- Demonstrated understanding of building high performing collaborative teams.
- Proficiency in Microsoft Office Suite Applications (Word, Excel, PowerPoint, Outlook).
- Demonstrated knowledge and experience with digital systems, compiling statistics and processing confidential personal health information within a digital health environment.

### **EXPERIENCE REQUIRED:**

- Minimum five (5) years' experience in a health clinic setting or equivalent health related environment is required.
- Experience and strong background in leadership considered an asset (preferably 2 or more years).

### **SKILLS/COMPETENCIES/CONDITIONS OF EMPLOYMENT:**

- Demonstrated leadership, excellent interpersonal, communication, and organizational skills.

- Demonstrated effective verbal and written communication skills necessary to relate to patients, all staff and public.
- Demonstrated self-awareness, actively seeks opportunities and challenges from personal learning, character building, and growth.
- Demonstrated creativity, adaptability, and critical thinking skills to influence and sustain change and a positive work environment.
- Demonstrated ability to promote collaboration within an interdisciplinary team.
- Demonstrated ability to foster a culture of people-centered care.
- Demonstrates the importance of a healthy workplace for staff and patients.
- Demonstrated lifelong learning of self and team.
- Demonstrated ability to promote French Language Services.
- Demonstrated ability and understanding of basic budget principals, working closely with a health care team and financial analysts to meet annual budget targets and analyze budget variances.
- Demonstrated ability to respect and promote a culturally diverse population, given the cultural diversity of our region.
- Demonstrated understanding of building high performing collaborative teams.
- Ability to understand basic budget principals, work closely with the health care team and the financial analysts to meet annual budget targets and analyze budget variances.
- Effective verbal and written communication skills necessary to relate to patients, all staff and public.
- 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 must 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:**

As per Out of Scope Salary Scale

*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.*