



## POSITION DESCRIPTION

**Position Title:** Manager, Health Services - Primary Care  
**Department:** Primary Care  
**Classification:**  
**Union:** Non-Union  
**Approved by:** Regional Lead – Community & Continuing Care  
**Date approved:** January 2, 2025

---

### REPORTING RELATIONSHIPS

Position reports to: Director, Health Services – Primary Care

Positions supervised: Administrative Secretary 2, Administrative Secretary 3, Clerk 2, Registered Dietitians, Chronic Disease Management Clinician, Community Health Nurse, Kinesiologist, Primary Care Nurse, Nurse Practitioners, LPNs, Social Workers, Registered Midwives, Primary Care Connector, Driver/Chauffeur, Physician Assistant, Maintenance Worker I

---

### POSITION PURPOSE

The Manager, Health Services - Primary Care is a member of the Regional Primary Care Leadership Team. Primary responsibilities include leadership and management of Primary Care services within the region. This position participates as a member of the Primary Care Leadership Team, and works in collaboration and partnership with managers in other regional programs and services, as applicable.

The Manager's role encompasses the domains of management and leadership, planning, organizing, program development, communication, resource management (fiscal and human), policy development, and advancement of knowledge and continuous quality improvement; all in keeping with relevant programmatic evidence informed practices, professional standards, and professional codes of ethics.

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:

The following responsibilities are carried out in collaboration with the Director, Health Services – Primary Care and in harmony with the overall direction of the Primary Care Leadership Team. Duties and functions include but are not limited to the following:

- Ensures the level of quality client treatment/care is delivered in accordance with recognized evidence informed practice standards to ensure safe care delivery in Southern Health-Santé Sud.
- Demonstrates ability to operationalize continuous quality improvement activities and contributes to making the organization safe for patients, residents, clients and staff.
- Manages patient safety and risk by following up appropriately on safety events and complaints.
- Identifies and coordinates educational and professional development of staff on a collective and individual basis with Staff Development when applicable and/or with other educational prospects.
- Responsible for the development and revision of policies, guidelines and protocols for the specific program service areas, the Regional Primary Care program and the region as a whole.
- Monitors and ensures staff is aware of and compliant with established policies, guidelines and protocol procedures.
- Responsible for the recruitment, orientation, development and ongoing assessment of staff within assigned program area, including clinical performance and professional conduct. Works in conjunction with the Director, Health Services - Primary Care and Human Resources Department on any disciplinary action if necessary.
- Completes staff performance conversations and probationary reviews per regional policy. Acts as site lead, as assigned, with site/facility responsibility.
- Plans and monitors the financial, human, and environmental resource management of the designated program. Participates in the budget planning process for the program.
- Participates with the Leadership Team and other Health and Community sector programs/services in the development of program plans and revisions of existing programs.
- Meets regularly with staff through individual and/or team meetings to ensure provision of appropriate administrative and clinical supervision.
- Participates in committees/teams/workgroups to action system transformation initiatives/goals pertaining to the Primary Care program.
- Develops and maintains good working relationships with other programs and services within Southern Health-Santé Sud.

- Maintains professional standards of practice and clinical competency through continued professional development. i.e. management and leadership as well as clinical specialty.
- Promotes positive public relations by participating in relevant community forums and meetings in an effort to build community awareness and partnerships.
- Participates in and promotes participation with research projects.
- Provides coverage and back-up for other managers in their absence, and participates in an after- hours on-call rotation.
- Supports student mentorship placements/experiences within the primary care program.
- Meets regularly with Director, Health Services - Primary Care; submits regular reports of activities and notifies Director of any critical situations that may have broad regional impact for residents/clients or other parts of health care system, both regionally and provincially.
- Maintains, monitors and reports on statistics and audits services as per programmatic, regional and provincial requirements.
- 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. Adherence to established standard practices through review of documentation and statistics.
2. Performance is measured against the above-identified essential functions and basic duties.
3. The incumbent exercises initiative in carrying out tasks and demonstrates sound judgment and excellent time management skills in determining the methods to apply to tasks.

## **QUALIFICATIONS**

Education/Certification:

- Baccalaureate Degree in a clinical discipline (BN, BSW, Bachelor of Science in Nutrition etc.) from a recognized post-secondary institution and the scope of practice as defined by the Regulated Health Professions Act (RHPA).
- Master's degree in a relevant health discipline preferred.
- Currently registered with, and in good standing with the provincial registering body.
- Advanced education preparation in health care leadership; or prepared to acquire.

#### Knowledge required:

- Knowledge of the scope of practice as documented in the Manitoba Regulated Health Professions Act.
- Knowledge of relevant legislation and regulations.
- Knowledge and experience in regional programs, policies and procedures (Community, Acute or Long-Term Care).
- Knowledge of Continuous Quality Improvement and Risk Management Programs.
- Knowledge of primary care and primary health care principles and models of care.

#### Experience required:

- Minimum five (5) years related clinical experience in a variety of clinical settings including primary care.
- Minimum two (2) years of progressive management experience in unionized and interdisciplinary team environments in health facility and community settings.

#### Skills/Competencies/Conditions of employment:

- Demonstrated leadership ability using the LEADS framework.
- Demonstrated organizational, decision making and problem-solving skills.
- Demonstrated ability to display independent judgement.
- Demonstrative ability to prioritize in a changing environment.
- Demonstrated leadership ability in implementing change management methodology.
- Demonstrated ability to analyze complex situations and environments and produce innovative solutions.
- Demonstrated ability in leading multi-disciplinary teams.
- Demonstrated knowledge of management processes, regulations and standards pertaining to health care services in Manitoba.
- Demonstrated oral and written communications skills.
- Demonstrated proficiency in relevant software programs and Microsoft Office.
- Demonstrated ability to establish and maintain effective and positive working relationships.
- Demonstrated collaboration with other service systems and organizations promoting well-coordinated accessible services.
- Demonstrated knowledge and experience developing and monitoring policy and procedures
- Demonstrated experience in employee and labor relations.
- 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.*