



**North Eastman Health Association Inc.  
Job Description**

***Manager, Primary Health Care Services***

**Position Summary**

The Manager, Primary Health Services is a member of the clinical program leadership team and is responsible for the functioning of the Regional Primary Health Care Program. Primary responsibilities relate to program leadership, human resource management, fiscal management, development and assurance of professional standards. The Manager, Primary Health Care Services will play a key coordinating role for the Primary Care Network. The Manager, Primary Health Care Services functions in a manner consistent with, and supports the Mission, Vision, and Values of the North Eastman Health Association.

**Reports To:** Director, Mental Health, Wellness and Chronic Disease

**Location:** Regional

**Supervises:** - Manager, of Business Office Services, Primary Health Care  
- Nurse Practitioners

**Union:** Non Union

**QUALIFICATIONS:**

Education and Experience

- Baccalaureate Degree in Administration or health/social services
- Advanced preparation in health services management desired
- Minimum of 5 years experience working a leadership role

Knowledge, Skills and Abilities

- Demonstrated managerial experience preferably in a health or social services setting, including but not limited to leadership, budgetary matters, communication skills, positive and proactive attitude, planning and organization skills
- Demonstrated excellence in communication , both written and oral
- Ability to adapt, be flexible, manage and facilitate change
- Demonstrated ability to analyze complex situations and environments and produce innovative solutions
- Solid understanding of computer applications, in particular Microsoft Office Programs
- Knowledge and experience in health policy and procedures
- Experience in employee and labour relations

- Good physical and mental health to meet the demands of the position
- Ability to foster and maintain positive working relationships is essential
- Self-motivated

**POSITION DUTIES AND RESPONSIBILITIES:**

In collaboration and under the direction of the Director of Mental Health, Wellness and Chronic Disease:

1. Program Management

- A) Program Leadership
- B) Human Resource Management
- C) Fiscal Management
- D) Communications
- E) Policy Development and Professional Standards
- F) Program Planning
- G) Quality Management
- H) Committee Participation

2. Education

- A) Education
- B) Professional Development

**MAJOR ACTIVITIES:**

Consistent with the mission and strategic plan of the North Eastman Health Association Inc. and program standards and guidelines, and under the direction of the Director of Mental Health, Wellness and Chronic Disease, the incumbent is responsible and has authority for:

1) Program Management

- A) Program Leadership
  - Ensures the quality of primary health care services is consistent with the mission and strategic plan of the region:
  - Establishes monitors and evaluates annual objectives for the program
  - Participates in regular meetings with the Director regarding budgets, operational problems and challenges and for maintenance of good communication and effective working relationships

- Coordinates regional activities related to the Primary Care Network
- Liaises with physicians in relation to the functions of Primary Health Care and Primary Care Network activities.
- Collaborates with other discipline agencies to meet the established standards of care, service education and research
- Evaluates on an on-going bases client care and support services
- Reports significant information related to client care to the program team
- Ensures the proper utilization of the Region's resources and recommends changes relating to those resources
- Establishes and maintains communications with outside agencies and other Client care programs
- Acts as a resource person, providing direction and supervision to the Primary Health team
- Ensures accurate and appropriate documentation of client care
- Maintains awareness of safety, security and emergency policies and procedures and ensures staff adherence to same
- Collaborates with the Director to investigate Clients; complaints / concerns and is responsible for follow up

**B) Human Resources**

- Ensures the availability of competent and proficient staff necessary to provide and support the highest quality of care possible within existing resources
- Supervises, directly or indirectly, personnel in department(s);
- Manages human resources and interprets and applies regional policies and Collective Agreements;
- Provides leadership to create an environment conducive to effective working relationships;
- Hires and selects staff, including responsibility for interviewing applicants and selecting the successful candidate and has authority to promote/select for internal positions;
- Determines initial salary placement and/or academic allowances consistent with Collective Agreements and regional policy;
- Establishes standards for employee performance, and monitors performance, including conducting performance reviews of personnel and is responsible for follow up thereafter;
- Identify skill levels and knowledge requirements for staff;
- Identify staff potential and promote their development to enhance care delivery;
- Responsible for evaluating and deciding upon the retention or dismissal of casual and probationary employees;

- Develops training/education plans to address deficiencies, disciplinary and developmental issues, as appropriate;
- Coaches, mentors and facilitates performance of personnel in the department(s);
- Has authority to grant leaves of absence, schedule vacations, authorize overtime, etc.;
- Responsible for attendance management of staff according to established practice.

**C) Fiscal Management**

- In collaboration with the Director, allocates human, financial, space resources to meet program needs;
- Prepare an annual program capital and operating budget
- Approves expenditures for the Primary Health Care program
- Monitors the budget on a regular basis
- Reviews monthly financial reports;
- Investigates discrepancies and takes corrective action as necessary;
- Prepares monthly variance analysis and forwards to Director;
- Maintains day to day records as necessary for staff scheduling and payroll departments;
- Maintains accurate workload measurement data.

**D) Communications**

- Demonstrates effective communication skills and interpersonal skills in the accomplishment of responsibilities. Models and facilitates effective group dynamics
- Communicates and maintains functional relationships with the appropriate managers to promote efficient inter-program and inter-regional functioning
- Maintain close interaction and communication with the Director of Mental Health, Wellness and Chronic Disease.
- Communicates with outside agencies to ensure community and client needs are met (eg. Self-help agencies)
- Ensures that systems for confidentiality regarding clients and staff are maintained and are consistent with legislative, professional and organizational policies

**E) Policy Development and Professional Standards**

- Participates in the development of regional, program and departmental policies and procedures;
- Identifies the need for revision to regional programs and departmental policies and procedures and participates in the review and revision of same;

- Ensures adherence to all regional, program and departmental policies and procedures and monitors same;

F) Program Planning

- Responsible for program planning of new initiatives and revision of existing initiatives in collaboration with program staff, and the Director, including identifying needs, conducting utilization studies, researching feasibility, coordinating receipt analysis of information, establishing logistics, formalizing proposals, and implementing and conducting ongoing monitoring and evaluation
- Participates in strategic planning

G) Quality Management

- In collaboration with the Director develops, organizes, implements and evaluates a continuous improvement/risk management/utilization review program, including the establishment of objectives and criteria for the department, participation in the process review, development of procedures, documenting activities indicating corrective actions taken, ensuring participation of all staff, presenting reports on finding, monitors, evaluates and improves productivity and outcome measurement tools;
- Takes a lead role in the discussion and analysis of program specific indicators

H) Committee Participation

- Represents Primary Health Care program on specific committee, task forces and or working groups as assigned by the Director
- Encourages staff to participate on various committees as requested

2. Education

A) Education

- Collaborates with team to identify, plan and facilitate implementation and evaluate orientation and staff development programs;
- In collaboration with the Director, participates in promoting the goals/objectives of educational programs established by the region.

B) Professional Development

- Maintains and updates professional skills, certification, management skills and knowledge based through continuing education programs, literature reviews, publications and presentations;
- Maintains knowledge of new developments in departmental areas through journal reviews, interest groups, lectures, and committee work.

**Workplace Safety and Health**

- Provides a safe environment by ensuring adherences to Workplace Safety and Health Regulations and Policies, Infection Control Guidelines, WHMIS and Safe Work Procedures. Immediately investigates and recommends corrective action on any unsafe acts, work conditions, incidents, near misses, injuries or illnesses.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility's Fire, Disaster and Evacuation Plan.

**Patient Safety**

- Ensures patient safety and patient safety activities are emphasized throughout orientation, training and ongoing performance evaluation and mentoring. Supports an environment which avoids, prevents and corrects all activities or actions which may result in an adverse outcome in the delivery of health care services. Patient safety is a standing item for all individual and departmental meetings.
- Other duties as assigned.

Revised: \_\_\_\_\_  
Date

Approved by: \_\_\_\_\_  
Manager/ Supervisor Date

Approved by: \_\_\_\_\_  
Vice President/ CEO Date

Reviewed by: \_\_\_\_\_  
Director, Human Resources Date