**Division of Family Practice   
Primary Care Network (PCN) Manager**

**Job Title: Primary Care Network (PCN) Manager**

**Reports to: PCN Steering Committee**

### Primary Care Network (PCN) Manager

### The Division of Family Practice, the First Nations Health Authority, Health Authority and key stakeholders, are partnering to create a Primary Care Network. Primary Care Networks (PCN) are an integrated system of care that will strive to create a quality and coordinated delivery system for primary and community care that is patient-centred, effective in meeting population and patient needs, and delivers a quality service experience for patients and providers – a system that is easy to understand for those who use it and those who work in it.

### The Primary Care Network (PCN) Manager is responsible for operationalizing the development of the British Columbia Ministry of Health’s Primary Care Network Initiative within the region. The Primary Care Network Manager is the senior executive for the PCN responsible for overseeing all administrative and operational activities of the PCN.

### The overall role of the Primary Care Network Manager is to lead the direction set by the PCN Steering Committee (SC), ensuring the implementation of the PCN's business plan and oversight of the PCN's daily operations. The Primary Care Network Manager will be accountable to PCN Steering Committee for the implementation of PCN Service Plan.

### ****Qualifications:****

* Post-secondary degree in a health or leadership related discipline. Master’s degree in a relevant health or administrative field preferred. Experience in community development will be considered an asset. Other combinations of education and experience may be considered on a case-by-case basis.
* A minimum of five (5) years previous collaborative and distributed leadership experience, ideally in a health care setting.

### ****Primary Responsibilities:****

The specific responsibilities of the PCN Manager include, but are not limited to:

### ****Leadership & Strategic Development:****

* Work with the SC to set and maintain the vision, strategy, and business plans for the PCN ensuring they are current and relevant.
* Be proactive in policy and program development making recommendations in areas of opportunity and continuous improvement.
* Represent the PCN where appropriate and advocate on its behalf when necessary.
* Ensure that appropriate and effective communication is in place with other key stakeholders including the CSC, Island Health, community partners and all external communication to the general public.
* Prepare a monthly progress report to the Steering Committee on all project activities and assist to develop internal reporting forms and processes.

### Business Development & Implementation:

* Lead the implementation of the PCN vision. This entails leading stakeholders and change leads to implement initiatives that enable networking and team-based care.
* Implement the business plan and the direction provided by the SC.
* Develop policy, procedures and practices that support and ensure effective organizational management and program delivery.
* Ensure a continuous improvement culture exists with quality assurance and risk management strategies in place to guide and protect PCN operations.
* Work with the First Nations Health Authority to promote coordination of First Nations services to support cultural safety and humility within the PCN.

### Human Resource Management of PCN Staff:

* Oversees the placement and orientation of family physicians, NP’s, nurses, and allied health into patient medical homes, and works with the teams to successfully implement interdisciplinary care. Promotes collaborative practice and works with teams to resolve conflict.
* Build a high performing staff team; ensure a culture of effective collaboration throughout the organization through hiring, HA onboarding and orientation, performance management, and practice support
* Oversight of appropriate effective disciplinary and termination processes for non-clinical staff.
* Coach and mentor direct reports, providing regular and consistent feedback as well as conducting an annual performance review; define and support succession planning for all leadership roles.

### Financial & Legal Management:

* Ensure a strong and well-managed financial system with appropriate controls in place.
* Act ethically in all financial matters ensuring public trust is never jeopardized, particularly with regards to any payments made to the PCN Manager (i.e. ensuring appropriate supporting documentation and approvals are in place in all circumstances).