



NON-CONTRACT ROLE DESCRIPTION

JD4445

ROLE TITLE:	Manager, Primary Care Network	ROLE DESCRIPTION NO.:	01709
DEPARTMENT:	Primary Care Network	HEABC REFERENCE NO.:	18721341
REPORTING TO:	Designated Director	HSCIS CODE:	03999
CLASSIFICATION:	NCEM/Range 9	JOB CODE:	03999PCN

ROLE SUMMARY

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority (Island Health) patient and staff safety is a priority and a responsibility shared by everyone; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

The Primary Care Network (PCN) Manager is responsible for operationalizing the development of the British Columbia (BC) Ministry of Health's Primary Care Network Initiative. This includes supporting the implementation of the local PCN in accordance with the strategic direction of the Primary Care Network Director towards the achievement of the attributes of the PCN.

The PCN is a network of local primary care service providers (a partnership between Island Health, the Division of Family Practice, First Nations Health Authority, local First Nation(s), Metis, other Indigenous organizations and other community providers) working together to provide all the primary care services the population requires.

The vision for the integrated system of care is to create a quality, integrated and coordinated delivery system for primary and community care that is person-centred, effective in meeting population and patient needs, and delivers a quality service experience for patients and their families - to create a system that is easy to understand for those who use it and those who work in it. PCNs are foundational to achieving this vision. The provision of culturally agile care, grounded in a more holistic understanding of health and wellness. Can work to increase attachment rates, and, more importantly, improve health outcomes.

DUTIES AND RESPONSIBILITIES:

1. Accountable to lead planning, development, implementation and operationalization of the BC Ministry of Health's Primary Care Network Initiative.
2. Demonstrates and promotes a commitment to cultural safety and humility within the PCN.
3. The Manager, PCN works closely with all partners including; the Division of Family Practice, Health Authority leadership and staff, First Nations Health Authority representatives, Patient Medical Home (PMH) representatives, First Nations representatives, Métis, and Urban Indigenous organizations, Patient Voices members, and community organizations in the development and implementation of the PCN.
4. Actively participates in the effective governance and function of the PCN by providing administrative and proactive strategic support to the PCN Steering Committee and working groups, and by ensuring effective engagement of all partners and people impacted by the PCN.
5. Develops patient and family focused services by collaborating with clients/patients, families, the Division of Family Practice, First Nations Health Authority and all Indigenous groups, Community, and staff to develop appropriate service delivery plans within available resources and in alignment with the goals of Island Health and the PCN Steering Committee.
6. Provides overall program management of approved PCN projects and initiatives.

7. In collaboration with the appropriate Division of Family Practice, ensures timely reporting to the PCN Steering Committee and the Ministry of Health.
8. Develops and recommends capital and operating budget plans for services within the program to the Director/PCN Steering Committee. Implements, manages and assumes responsibility for approved capital and operating budgets, taking corrective actions as necessary.
9. Ensures the development and appropriate approval of policies and procedures for services within the program.
10. Ensures that processes and criteria are in place to evaluate the effectiveness and efficiency of services.
11. Provides managerial/administrative support in accordance with the Manager on call policy.
12. Hires and supports the development of those in reporting relationships, providing clear definitions of responsibility and levels of authority. Evaluates performance to improve individual and organizational performance, taking action as needed in accordance with prevailing policy and relevant contracts.
13. Administers, with support from human resources/labour relations, the collective agreements of staff in direct and in-direct reporting relationships. Sits as Management representative on committees such as Union/Management, OH&S, Essential Services, etc., as requested by the Area Director or delegate.
14. Supports alignment of the PCN initiative with the Specialized Community Services Programs.
15. Supports effective change management and works closely with change management resources available.
16. Encourages inclusivity, open communication and collaboration through the development and support of organizational teams.
17. Promotes, leads and manages quality improvement in all services and programs of responsibility; participates in identifying opportunities for improvement in processes to facilitate access and improved quality of care for populations served by the PCN.
18. Ensures broad participation in planning processes by clients/patients, families, employees and partners as needed.
19. Identifies clinical and organizational opportunities for analysis, investigation and improvement.
20. Participates in relevant community based meetings on a regular basis.
21. Assumes the lead role in island wide initiatives as assigned and supported by the PCN Steering Committee.
22. Provides the local oversight of all relevant contracts (i.e. GPs and NPs).
23. Performs other related duties as assigned.

QUALIFICATIONS:

Education, Training And Experience

Master's Degree in Business Administration or Health Care discipline, plus a minimum of seven (7) years recent leadership/management experience in a health care setting or an equivalent combination of education, training and experience.

Skills And Abilities

- Ability to integrate administrative, professional and operational aspects of the program in an effective and efficient manner.
- Ability to develop an environment where quality improvement principles are embraced and used on a continuous basis.
- Ability to work respectfully, knowledgeably and effectively with Indigenous people, adapting to cultural uniqueness in order to create a sense of safety for all.

Capacity to learn from other leaders and elders, modelling the vision and encouraging others to commit to and

- champion the vision - inspires others into new ways of working together to provide excellent primary care.
- Ability to lead and manage, to motivate, delegate and operate in both structured and unstructured situations.
- Strong planning skills, strategic and operational.
- Ability to work with delegates to provide program services at multiple sites in a regional setting.