



The Sherwood Park Primary Care Network is a group of health care professionals and administrative staff who work with you and your Doctor to help you live well. Our caring team provides education and support for managing chronic diseases and mental health concerns, while providing access to specialists and services all within your local community.

We are currently looking for an experienced Clinical Manager to join our team. As a member of the SPPCN Leadership Team, the CM plays a key role in ensuring the SPPCN's priority initiatives are achieved. An excellent opportunity for an experienced manager to oversee a diverse portfolio of multidisciplinary and allied health professionals and contribute to the organization's strategic priorities.

Permanent 1.0 FTE (.8FTE-Clinical Manager/.2FTE Clinician) 38.75hrs/week

Schedule includes occasional evenings and work in both Sherwood Park and Fort Saskatchewan offices, as well as travel to member clinics in the SPPCN's region.

Salary is commensurate with experience and professional licensure. SPPCN provides a comprehensive compensation package which includes health, dental, vision benefits, flexible spending account, vacation, sick leave, education funding/days, employer matching group RRSP.

If you have the qualifications listed below, please submit your resume along with a cover letter for consideration.

POSITION SUMMARY

Reporting to the Director, Quality and Clinical Operations, the Clinical Manager (CM) is responsible for the ongoing management of a complement of multidisciplinary allied health professionals in the fields of nursing, pharmacy, exercise, dietetics and mental health who are providing primary care services in central SPPCN offices, and in member physician clinics. As a member of the leadership team, the CM contributes to the development and implementation of organizational policies and procedures and are integral to shaping the workplace culture.

The CM is responsible for coordinating the evaluation, planning and improvement of SPPCN clinical programs and services to ensure the SPPCN's priority initiatives are achieved. As the key contact between the SPPCN and member physicians/clinics the CM must build and maintain effective working relationships with the goal of initiating, improving, and maintaining the Patient's Medical Home (PMH) within member physician practices. CMs portfolios will include oversight and leadership of program areas such as Mental Health, Health Support Team (HST), and Quality Improvement (QI). The CM will also maintain clinical practice, in their respective discipline.

KEY RESPONSIBILITIES

Clinical Operations and Management

Responsible for the leadership of SPPCN multidisciplinary clinical staff in both central and member physicians' offices;

- Manage the staffing plan and budget and implement changes and adjustments where necessary
 - Based on physician panel, discussion and needs of clinic
 - Due to staff vacancies or changes in FTEs, address staffing issues and concerns
- Staff supervision, performance management and evaluation
 - Setting goals and direction and ensure staff work to meet those
 - Ensure staff work to their clinical scope of practice of their specific discipline within the various SPPCN programs
- Lead the improvement, development and implementation of multidisciplinary care services; such as clinical programs, policies and procedures that achieve the SPPCN's priority initiatives;
 - Facilitate the collection of evidence and information required to inform decisions to respond to changing needs of programs and services Ensure programs exemplify best practices in the area of primary care and PCNs
 - Develop project implementation plans or PDSA where needed and develop and present to advisory committees for feedback and approval – and adjust as needed
 - Collaborate with other PCNs and stakeholders where necessary
 - Lead project teams to make changes to programs and services or implement new programs and services Contribute to the development of evaluation and measurement methods
- Inform and contribute to the development of the SPPCN's business plan and stakeholder objectives and participate in various Pan-PCN committees

Clinician

- The CM role will maintain a 0.2 FTE (1-day/week) front line clinical practice, from their respective discipline

Physician & Clinic Development/Liaison

Develop and maintain effective working relationships with member physicians and clinic staff (Office Manager, Reception, MOA) to ensure high physician engagement with SPPCN's programs and services which meet the SPPCN's priority initiatives

- Conduct regular physician meetings/clinic visits to ensure appropriate communication channels and provide advice/support to physicians to address issues and concerns
- Manage discussion and completion of required documentation (e.g. physician PCN membership) including panel funding and FTE allocation
- In collaboration with clinic team, identify areas of interest for QI initiatives in order to identify, initiate and support QI activities and implementation (eg. CII/CPAR)
 - Support clinics to initiate, improve and/or maintain a high quality MH
 - Where needed, collaborate with the broader SPPCN QI team (e.g. EMR Coordinator).

EDUCATION & EXPERIENCE

- Bachelor's Degree (Master's preferred) in healthcare, with appropriate professional licensure (RN, RPharm)
- Three to five years' experience in a broad range of health care settings (clinic/hospital/administration)
- Proven experience in quality/process improvement, program development and evaluation
- Previous experience in a Primary Care Network an asset
- Minimum 5 years supervisory experience
- Equivalent combination of education and experience may be considered

SKILLS & ABILITIES

- Knowledge of and ability to implement and monitor practice change methodologies appropriately using clinical practice and outcome measures
- Able to determine the clinical practice improvement tools and processes within primary care clinics
- Excellent written, verbal and interpersonal communication skills
- Effective strategies to develop and maintain effective relationships with internal and external stakeholders (physicians, community agencies, patients, families)
- Ability to work proactively, effectively, and independently in a complex changing environment
- Excellent organizational skills and ability to manage multiple priorities
- Fosters and maintains a collaborative work environment
- Advanced computer skills; MS Office Suite, Electronic Medical Record systems
- Able to work as part of a team, demonstrating trust, respect and integrity
- Manages conflict with diplomacy and tact

PERSONAL ATTRIBUTES AND COMPETENCIES

- Enthusiastic, positive, can-do attitude
- Flexible, creative
- Respects other views/opinions
- Have difficult conversations and be comfortable asking questions
- Adhere to applicable privacy and confidentiality rules and legislation

OTHER OCCUPATIONAL REQUIREMENTS

- A current and clear Police Information Check and Vulnerable Sector Check is required
- A valid driver's license and access to a vehicle for travel to various stakeholder locations

Application Deadline: Wednesday, December 7, 2022. We thank all candidates who apply, however only those selected for an interview will be contacted.