

CLINICAL MANAGER

Purpose of Position

The Clinical Manager is a senior role within the PCN and has overall responsibility for the development, delivery and evaluation of the clinical programs and services our organization offers as well as to build an effective team and to manage the staff who deliver those services.

This role is part of the management team and reports directly to the General Manager.

Key Responsibilities

The key responsibilities of the Clinical Manager include, but are not limited, to:

- 1) The development, implementation and evaluation of all clinical programs and services offered by the PCN to provide collaborative, holistic care regardless of reason for referral. This is done by:
 - Working with a committee of PCN physicians, Alberta Health Service representatives and in concert with PCN staff to ensure programs/services offered provide the greatest benefit to the patient and their physician, relative to the budget available
 - Ensuring programs offered are effective and results-oriented for the patients and their referring physician
 - Developing new programs as appropriate, based on requirements, stakeholder input, and available resources
 - Ensuring tangible metrics are identified for each program, with data then gathered, analyzed, and acted upon; responding and incorporating continuous improvement methods as appropriate
- 2) Ensure resources (both infrastructure and staffing) are utilized most effectively, efficiently, and appropriately. This includes:
 - Ensuring appropriate standards are set up and maintained (infection control, occupational health and safety, clinical guidelines are met, etc)
 - Acting as the external liaison for the PCN on clinical issues as required
 - Acting as a resource by providing consultation support
 - Developing a high-performance clinical team
 - Identification, development and use of appropriate metrics – both on-going and baseline measures
 - Adhering to established budgets and other business metrics as defined
- 3) The creation of a collaborative, dynamic and effective interdisciplinary clinical team through hiring, management, and assessment of clinical team leaders and supporting remaining clinical staff as appropriate. This includes:
 - Identifying needed roles, writing job descriptions, screening candidates and hiring
 - Addressing, and managing, missed expectations/disciplinary actions appropriately
 - Mentoring and coaching team leaders to improve, and enhance, their skill set
 - Providing effective and timely informal feedback and conducting formal staff performance appraisals for team leaders and other clinical staff, as required
 - Developing and managing a supportive environment to ensure high staff performance; ensuring that staff work within their professional and personal boundaries and utilize the skills, knowledge and strengths of other's disciplines to provide the best care for the patient
 - Ensuring continual learning and educational support for staff including both clinical training and team building opportunities



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Qualifications & Expertise

- Holds a MHA or MHA graduate degree or equivalent experience
- Relevant management experience is a must
- Registered with, and member in good standing, with their association
- Relevant health administration experience
- Significant, proven, experience in clinical program development, implementation and improvement, using evidence based measures
- Experience in educational program development, implementation and improvement
- Proven experience in development, implementation and monitoring of clinical standards, using evidence based measures
- Demonstrates a high awareness of the programs and services of Alberta Health Services
- Demonstrated experience creating, and managing, a diverse team of professionals
- Community health experience is a significant asset

Personal Attributes

- Clear and concise communication skills - both verbal and written. Strong people-based skills
- Dynamic, motivated, adaptable and innovative in the provision of primary care
- Computer literate, familiarity with EMRs a definite plus
- Strong problem solving skills
- Strong facilitation skills
- Conflict management skills; ability to bring diverse groups and mindsets together
- Familiar, comfortable with, and supports the use of evidence-based health care
- Able and willing, in an unstructured environment, to be flexible, creative and juggle competing priorities
- Committed to develop as a leader
- Willing to pitch in however needed, including direct patient care if needed
- Strong organizational skills
- Independent thinker

Hours of Work & Special Considerations

This is a full time role, 38.75 hours per week, Monday to Friday exclusive of lunch/breaks during standard operating hours, although this is a salary position, not an hourly one.

Due to the nature of the work, some early mornings and evenings are required to meet with family physicians. As some meetings to be off-site a valid driver's license and vehicle is required.

All Edmonton North Team Members should demonstrate:

- Belief in, and support of, the purpose of the PCN
- Belief that effective primary care is the foundation of our healthcare system
- A service oriented way of being and approach
- An ability to work effectively with multiple stakeholders including, but not limited to, patients and their families, physicians, co-workers, Capital Health employees, and community partners
- Respect for others views and opinions
- Respect for, understanding of, and abide by confidentiality and privacy guidelines
- Accountability and responsibility for own role while also team oriented and willing to help out when/where needed
- An ability to work independently and prioritize workload
- An awareness of strengths and limitations and willingness to ask for support/help
- Flexibility, with a willingness to adapt to a dynamic environment
- An openness to continually learning, and finally, but not least
- An enthusiasm for the work they do and the organization they are a part of