



JOB DESCRIPTION	
Title	Manager, Primary Care
Reports to	Director, Clinical Services
Location	Kingston, ON
Position Type	Permanent, 37.5 hours/week
Salary	\$76,986 - \$90,577.50, annually

Preamble

This is a great opportunity to be part of a new collaborative Health Home focused on team-based primary care, partnerships, and holistic health.

Position Summary

The Manager leads and supports a multi-disciplinary team of primary care and allied health professionals and administrative staff to deliver client-centered and equity-oriented primary care. The Manager is focused on creating and sustaining a collaborative, well-integrated, and efficient primary care clinic that supports the provision of primary care, specialist services, and health promotion, prevention, and wellness programs for community members.

The Manager fosters a culture of collaboration, connection, and communication amongst staff and external partners and is committed to supporting individual and team-based learning and development opportunities.

Responsibilities

Key Responsibilities	Detailed Responsibilities
Planning, Developing and Managing Programs	<ul style="list-style-type: none"> Plans, develops and implements program and project plans (including primary care, allied services, virtual care, practical assistance, as well as collaborative initiatives with other health services organizations, to meet the needs of the population and relevant expectations of the strategic plan, quality plans and the funder Encourages innovation, systems and processes for improving quality and efficiencies Ensures programs and services are client-centred, integrated, evidence-based and consistent with best practices Establishes and maintains internal supports for program delivery, involving facilities, technology, finances, communication, functional needs Distributes resources for optimal program delivery Modifies programs to meet evolving needs
Quality Improvement, Program	<ul style="list-style-type: none"> Leads quality improvement initiatives to support the delivery of quality care and process improvement Develops and implements effective systems, processes, and tools for daily program management

<p>Evaluation</p>	<ul style="list-style-type: none"> • Evaluates programs to ensure they meet client expectations, the strategic plan, quality plans and the funder • Identifies and tracks key performance targets and critical metrics • Collects and monitors program data, identifies trends and makes projections • Ensures accountability to clients and community through reporting and evaluation measures • Completes program plans and reports, meeting funder and organizational deadlines • Identifies gaps and needs in service delivery and where necessary, advocates for funding to meet population health needs.
<p>Team Building, Leadership, Supporting and Supervising Team Members</p>	<ul style="list-style-type: none"> • Leads staff recruitment and ensures human resource processes such as recruitment and selection, orientation, performance evaluation and training are followed properly • Encourages different disciplines to work together collaboratively toward a common purpose • Inspires teams and individuals to look beyond their particular objectives, and to focus on integrated approaches for improved client outcomes • Facilitates an understanding and appreciation of different disciplines within various program teams • Develops processes to encourage care plans that advance health determinants • Creates a shared understanding of client-centred approaches • Ensures adequate levels of staff to support programs' operations • Directly supervises all primary health care team staff • Fosters a positive, healthy and safe work environment • Maintains open communication and effective internal relationships • Ensures communication flow within and among teams • Organizes and leads regular team meetings • Complies with all relevant legislation and KCHC policies, including privacy laws • Supports consistent application and development of KCHC policies and procedures
<p>Financial Management, including reporting to multiple funders</p>	<ul style="list-style-type: none"> • Prepares and manages operational budgets • Prepares funding proposals • Provides leadership in preparing funder reports • Approves expenditures within budget and scope • Ensures spending does not exceed the budget
<p>Developing and Maintain Internal/External Relationships</p>	<ul style="list-style-type: none"> • Establishes effective relationships and collaborative arrangements with other KCHC programs; participates in internal organizational meetings and committees • Establishes effective relationships and collaborative arrangements with community groups, funders, and other organizations to help achieve programs' goals • Cooperates and supports complementary programs in other organizations that support KCHC's primary health care program, including primary health information management, health planning and research activities community planning • Follows-up on client complaints and feedback

Organizational Responsibilities

- Complies with all relevant legislation and KCHC policies, including privacy laws
- Commits to acquiring an understanding of the importance of trauma responsiveness and the impact of Adverse Childhood Experiences (ACEs)
- Commits to demonstrating an ongoing commitment to Equity, Diversity, Inclusion, Indigenization and Accessibility (EDIIA) by representing the diverse nature of our communities, promoting and practicing inclusion
- Supports consistent application and development of KCHC policies and procedures
- Supports KCHC's student and volunteer placement programs
- Promotes awareness of and participation in KCHC activities
- Demonstrated commitment to continuous learning and quality improvement
- On occasion, perform other temporary duties as required

Basic Education and Experience Requirements

- Master's level degree in relevant graduate discipline. An equivalent combination of education and experience may be considered.
- A minimum of five years of management experience, preferably in the public sector and significant community based experience in primary health care and/or mental health for marginalized populations and/or quality improvement and program planning.

Knowledge, Skills and Abilities

- Demonstrated skills with negotiation, public relations, problem solving appropriate for a manager
- Proven experience in evaluation, preferably at a program level
- Excellent interpersonal and communication skills, and ability to foster relationships
- Self-starter and ability to work independently
- Ability to multitask and great attention to detail
- Experience working with Microsoft Office

Competencies

Organizational: Accountability, Client Focus, Collaboration, Continuous Learning

Position Competencies: Critical Thinking, Financial Responsibility, Leadership, Planning & Implementation, Knowledge/Professional Expertise

Other Requirements

- Demonstrated commitment to quality improvement
- Current and satisfactory Criminal and Vulnerable Persons Check
- Proof of complete COVID-19 vaccination or medical exemption
- Experience with capital projects an asset
- French language is an asset

Application Instructions

- Please include a cover letter clearly outlining how your skills and experiences correspond with the specific job qualifications along with your resume.
- Save all documents as a single PDF file using your own name (Last, First).
- Email to hr@kchc.ca citing reference "2023-14-KCHC" in the subject line.
- Applications must be submitted to Human Resources by **March 15, 2023 at 11:59PM**.

As a registered professional, to abide by and be accountable to the ethics and standards set out by the relevant regulatory body of the profession.



Kingston Community Health Centres
Centres de santé communautaire de Kingston

Internal/External Posting: 2023-14-KCHC
Posting Date: February 28, 2023
Closing Date: March 15, 2023

All KCHC staff have a duty to understand and follow KCHC policies, uphold high ethical and professional standards, and maintain confidentiality and privacy, using tact and good judgment in all dealings with other staff and clients.

KCHC is an equal opportunity employer, respecting and embracing the needs and diversity of our employees. If you require an accommodation to fully participate in the hiring process, please notify Human Resources.

KCHC is a proud Living Wage employer!

Kingston Community Health Centres, 263 Weller Ave. Kingston ON, K7K 2V4 www.KCHC.ca