

Employment Opportunity



Dadzi Wellness Centre

Dakelh Primary Care Society

PO Box 1697, 160 Stuart Drive, West
Fort St James, V0J1P0

JOB OPPORTUNITY: Clinical Manager

ORGANIZATION SUMMARY

The Dakelh Primary Care Society is one that respects the cultural values and practices that are integral to Indigenous identities and wellness. We are committed to a proactive holistic approach to health and wellness, and to the delivery of services which are sustainable and honour the customs and traditions of the Binche, Nak'azdli and Tl'azt'en communities near Fort St. James, BC.

POSITION SUMMARY

Working within an innovative and growing team-based care environment, the Clinical Services Manager is responsible for the effective and efficient clinical service functioning, including leadership and oversight to non-physician and non-nurse practitioner direct care service providers of primary care. With a strong view to providing access to culturally safe care closer to home for First Nations people and their family members, the team will provide access to western and traditional wellness services including mental health and substance use wrap around care. During the initial launch and development phase, the Clinical Services Manager will provide strong, creative, relational, and progressive clinical leadership to the growing clinical services team as we continue to expand both our existing services, as well as adding new clinical services.

Under direction of the Operations Director, this role will work in alignment with the Centre's Governance model which includes the three local Nations, supporting the Centre's priorities and service model goals.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Communicates program strategic direction incorporating First Nations Led Primary Care Initiative and local First Nations' vision and values to ensure integration into practice by health and wellness services team members.
2. Using a two-eyed seeing approach, supports the design, implementation, and ongoing quality improvement of a culturally safe, sustainable, and successful team-based care service model that integrates both western and traditional approaches to health and wellness. This may include, but is not limited to collaboratively developing, evaluating, and refining team

communication, leading regular team meetings or huddles and associated follow up, and developing and managing effective team workflows.

3. Leads, plans, develops, implements, and evaluates new or redesigned workforce plans, services and programs to support clinical improvement and service expansion priorities while ensuring alignment with other program operations and evidence-based practice protocols; incorporates change methodologies into the redesign of existing programs to transform service delivery, culture, and system structure when/where needed.
4. Leads development, implementation, management, and ongoing quality improvement of systems and processes to monitor and manage quality performance, critical incidents, and client complaints and concerns. Leads complaint and incident investigation, response, and team debriefing process as required.
5. Supports the development, monitoring and analysis of key performance indicators by acting as a resource in the application of quality improvement knowledge and expertise to the program.
6. Plans, manages, and evaluates clinical service operations including scheduling for planned absences, responding to unplanned absences, workload and performance monitoring and evaluation, and creating overarching clinical service delivery schedules and staff rotations based on operational requirements.
7. Manage accounts and access for MOIS, the electronic medical record (eMR). As relevant to each clinical role, manage clinical staff accounts and access for applications including, but not limited to Pharmanet, Care Connect, SR Fax, Panorama. Act as an expert resource for training, troubleshooting and coaching for clinical staff in the eMR and applications.
8. Ensure clinical record management and documentation practices that meet and exceed standards. This may include education and training on best documentation practice, chart audits, quality improvement and performance management.
9. Performs full scope of people management activities for clinical staff including recruitment, hiring, onboarding, performance management, and termination as required. Provides clinical supervision, mentoring and coaching, completes performance evaluations. Prepares, supports, or coordinates clinical staff development, learning plans, training, career development, and succession plans.
10. Establishes and maintains an effective working relationship and ongoing communications with medical staff, FNHA Medical Affairs and Wellness Office, e-Health and Virtual Innovation, Urban and Away from Home, FNHA Nursing, FNHA Mental Health and Wellness, and other FNHA departments that are resources for program operations, support and client care.
11. Supports the development and management of the clinical resources budget to complement strategic directions within existing fiscal constraints. Completes required reporting.
12. Identifies issues affecting clinical service and workflow implementation, and coordinates information from multiple sources to analyze and form a comprehensive perspective in order to revise goals and plans to reflect changing priorities. Presents options and recommendations to the Operations Director, supports implementation of solutions.

13. Participates in the development, evaluation and refinement of tools and methods to improve efficiencies and effectiveness in service delivery, including clinical guidelines, policies, and standard procedures. Ensures clarification of roles, adherence to accreditation, regulation, and practice standards, and safe delivery of care.
14. Collaborates with internal and external stakeholders to exchange knowledge, and develop, manage and evaluate clinical programs considering cultural safety, client needs, service delivery interrelationships and service potential within a complex environment.
15. Ensures the Operations Director is informed and aware of significant risks, events and activities in the areas of responsibility.
16. Performs other related duties as assigned.

JOB SPECIFICATIONS

Education

- Bachelor's Degree in regulated health profession such as Social Work, Nursing or related discipline.
- A Master's Degree in a relevant field (e.g. health administration, nursing, etc.), or an equivalent combination of education, training and experience.

Occupational Certification

- Current practicing registration in good standing with a British Columbia regulating body.

Experience

- 6-8 years of experience in working in a primary care setting, including 2-5 years of experience in a direct progressive supervisory/leadership capacity.
- Experience working with First Nations people and communities and providing culturally safe care.
- Experience in mental health and substance use is an asset.
- Experience in financial and human resource management is an asset.
- Experience working with Electronic Medical Records and encounter coding system is an asset.

Knowledge

- Sound ability to practice using culturally safe and trauma-informed approaches
- Familiarity with the Declaration of the Rights of Indigenous Peoples Act (BC), the recommendations from the Truth and Reconciliation Commission, the "In Plain Sight" report, the national inquiry into Missing and Murdered Indigenous Women and Girls, and the impacts of these on health, health care and health care design for Indigenous people.
- Familiarity with Traditional Healing practices, customs, values and traditions of local First Nations
- Ability to apply a two-eyed seeing approach to balance western and Traditional Indigenous worldviews in practice
- Knowledge of relevant socio-historical events relevant to First Nations in Canada
- Understanding of own intersectionality, power, privilege, and how these concepts may impact own work and perspectives
- Ability to apply critical reflection in practice

- An understanding of rural and remote communities and their inherent challenges and barriers
- Understanding and ability to practice with Nation based, community driven philosophy
- Knowledge of best practice standards and expectations for Registered Nursing and advanced practice as they relate to primary care
- Demonstrated knowledge and ability in clinical health care practice, education and program planning, development, implementation and evaluation.
- Strong comfort with learning new technology, and excellent computer skills
- Broad knowledge of legislation and government policies and procedures that relate to care

Competencies

- **Awareness** - Thorough knowledge of the current First Nations health governance landscape in BC.
- **Decision making** - Uses sound judgment to make good decisions based on information gathered and analyzed. Considers all pertinent facts and alternatives before deciding on the most appropriate action. Commits to decision.
- **Problem solving** - Analyzes problem by gathering and organizing all relevant information. Identifies cause and effect relationships. Comes up with appropriate solutions with minimal supervision.
- **Teamwork/collaboration** – Strong interpersonal skills. Interacts with people effectively. Able and willing to share and receive information. Collaborates within the group and across groups. Supports group decisions. Puts group goals ahead of own goals.
- **Adaptability** - Adapts to changing work environments, work priorities and organizational needs. Able to effectively deal with change and diverse people.
- **Planning/Organizing** – Proactively plans and organizes tasks and work responsibilities to achieve objectives. Sets priorities and schedules activities. Allocates and uses resources properly.
- **Work standards** - Sets and maintains high professional and performance standards. Pays close attention to detail, accuracy, quality and ensures follow through.
- Physical ability to perform the duties of the position

Salary Range:

\$76k - \$83k

How to Apply

Interested parties should submit a cover letter and resume to Carrie Nash, Operation Director

Operation.director@dakelhwellness.ca

Website.dakelhwellness.ca

Closing Date: October 25, 2024

Fort St. James is a well-established, vibrant BC community on the scenic shores of Stuart Lake (Nak'album). The town's residents are diverse and welcoming. Vanderhoof and Prince George are easily within reach by vehicle. A founding principle of this Centre is that there be no barriers to care. FSJ-Brochure-v5.pdf (fortstjameschamber.ca)

Only candidates selected for interviews will be contacted.