



POSITION DESCRIPTION

POSITION TITLE:	REGIONAL COORDINATOR PRIMARY CARE ADMINISTRATION
DEPARTMENT:	PRIMARY CARE
CLASSIFICATION:	
UNION:	OUT OF SCOPE

REPORTING RELATIONSHIPS

POSITION REPORTS TO:	CLINICAL TEAM MANAGER, PRIMARY CARE
POSITIONS SUPERVISED:	SUB-REGION PRIMARY CARE ADMINISTRATIVE STAFF

POSITION SUMMARY

As a member of the Primary Care Leadership team, the Regional Coordinator Primary Care Administration – Primary Health Care is responsible for the leadership of the clinic administrative staff, health information requirements, clinic practices and standards in Primary Care Clinics, ensuring efficient collection, processing, protection, storage and access of patient information and health records. The Regional Coordinator monitors processes for efficiencies including evaluation of quality initiatives and improvements. Primary responsibilities relate to supervision, continuous quality improvement, human resource management, fiscal management, program planning, quality management, equipment/ supplies, environmental management.

The position of Regional Coordinator Primary Care Administration functions in a manner consistent with, and supports the Mission, Vision and Values of the Interlake - Eastern Regional Health Authority.

ESSENTIAL FUNCTIONS AND DUTIES

Function and duties include but are not limited to the following:

Provides leadership and support to the primary care sites administrative staff in the following areas of responsibility:

1. Program Management

A. Leadership/Service Delivery

- Ensures that the quality of client care management is consistent with the mission and strategic plan of the region;
- Provides ongoing leadership to primary health care site administrative staff;
- Assists with implementation of the primary health care framework within designated site(s)
- In collaboration with the Director and CTM, establishes, monitors and evaluates annual objectives/ action plans for the programs(s), consistent with the Region's mission and strategic plan and participates in the development of the annual action plan;
- Participates in regular consultation with the Director and Clinical Team Managers regarding budgets, operational issues and for maintenance of good communication and effective working relationships;
- Reports significant information related to client care to the CTM;
- Participates in program planning which is based on client satisfaction, research based evidence and cost effective client care.
- Ensures the proper utilization of the facility/program resources and recommends to the Director/CTM changes relating to those resources;
- Maintains ongoing communication with the multidisciplinary team
- Maintains awareness of safety, security and emergency policies and procedures and ensures administrative staff adherence to same;
- In conjunction with the administrative staff, as appropriate, investigates client complaints/concerns
- Ensure administrative staff provide culturally appropriate service and staff are educated for sensitive culture awareness.
- Participates in primary health care improvement initiatives.

B. Human Resources

- Identify skill levels and knowledge requirements for administrative staff; hires and selects staff, including responsibility for interviewing applicants and selecting the successful candidate
- Determines initial salary placement and/or academic allowances consistent with Collective Agreements and regional policy;
- Ensures the availability of competent and proficient administrative staff necessary to provide and support the highest quality of care possible;
- Manages human resources and applies regional policies and Collective Agreements;
- Provides leadership to create an environment conducive to effective working relationships;
- Establishes standards for employee performance, and monitors performance, including conducting performance reviews;

- Identifies staff potential and promote their development through education and opportunity;
- In conjunction with the Clinical Team Manager and Human Resources, will evaluate and discuss upon the retention or dismissal of casual and probationary employees;
- Develops training/education plans to address deficiencies, disciplinary and developmental issues, as appropriate;
- Under the direction of the Clinical Team Manager and Human Resources, identifies and implements the necessary remedial measures to correct performance or disciplinary problems and is responsible for applying discipline including suspension and/or dismissal;
- In conjunction with the Clinical Team Manager, will receive and deal with grievances at the complaint stage and step one of the grievance procedure, and thereafter in collaboration with human resource management staff;
- Participates in the collective bargaining process;
- Coaches, mentors and facilitates performance of administrative personnel in the program(s);
- Schedules staff consistent with operational needs and contractual requirements;
- Has authority to approve and schedule vacations, authorize overtime, etc.;
- Responsible for attendance management according to established practice.

C. Fiscal Management

- In collaboration with the Primary Care Leadership team, allocates human and financial resources to meet the administrative needs of the program(s);
- In collaboration with the Primary Care Leadership Team prepares annual program capital and operating budgets, prepares annual specialized equipment requests and new initiatives;
- Approves expenditures for the program(s);
- Monitors the budget on a regular basis and takes corrective action as necessary;
- In collaboration with the Clinical Team Manager, identifies areas of unnecessary expenditure and implements methods to reduce and/or reallocate same;
- Reviews monthly financial reports, investigates discrepancies and takes corrective action as necessary and prepares monthly variance analysis and forwards to Clinical Team Manager;
- Responsible to maintain day to day records as necessary for administrative staff scheduling and payroll programs;
- Maintains accurate workload measurement data.

D. Policy Development and Standards

- Participates in the development and revision of regional and program policies and procedures;

- Implements policy directives and establishes and evaluates feedback mechanisms;
- Ensures adherence to all regional and program policies and procedures;

E. Program Planning

- Participates in the development of plans for new programs and revision of existing programs in collaboration with the Director/CTM;
- In collaboration with the Director/CTM assists with facilitating and identifying activities related to education, teaching, client care and research;
- Participates in the development of the annual program action plan;
- Based on current and retrospective data forecasts future activities and human resource requirements and formulates plans to meet the future needs.

F. Equipment/ Supplies/ Space Management

- Ensures that there is sufficient safe equipment for the program(s) and makes recommendations for purchasing new and/or replacement equipment;
- Orders equipment and supplies within allocated resources;
- Participates and promotes staff involvement in the planning of renovations;
- Prepares Requisition for Supplies and Request for Fixed Asset Proposals;
- Ensures appropriate security and use of supplies.

2. Education and Research

A. Inservice

- Serves as a resource to administrative staff in collaboration with the Staff Development Coordinator/Staff Educators

B. Education

- Collaborates with PHC Leadership to identify, plan and facilitate implementation and evaluate orientation and staff development programs;
- In collaboration with the Director/CTM, participates in promoting the goals/objectives of educational programs established by the region.

C. Professional Development

- Maintains and updates professional skills, certification, management skills and knowledge based through continuing education programs, literature reviews, publications and presentations;
- Maintains knowledge of new developments in program areas through journal reviews, interest groups, lectures, and committee work.

3. Other:

A. Environmental Management

- Ensures that all administrative staff comply with the policies and procedures regarding waste handling, and equipment disposal.

B. Committee Participation

- Represents the program(s) on specific committees, Task Forces and/or Working Groups as assigned;
- Encourages staff to participate on various committees as requested;
- Chairs and participates on appropriate committees as requested;
- Conducts regular administrative staff meetings.

C. Communications

- Communicates with administrative staff, both individually and as a group to promote efficient functioning and high morale;
- Close interaction and communication with the Director/CTM in apprising him/ her of any problems, situations and or differences;
- Communicates and maintains functional relationships with the appropriate managers to promote efficient inter-program and inter-regional functioning;
- Communicates with outside agencies to ensure continuity of services.

OTHER

- Pursuant to the Regional Health Authority Act, Interlake-Eastern RHA is designated bilingual (English/ French). Accordingly, all employees accept the responsibility to support clients in their official language of choice.
- Performs other duties as assigned.

QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Grade 12 or equivalent.
- Post-secondary education (University or Community College) in Business Administration or related areas preferred but not required.
- Or equivalent combinations of training, education and experience will be considered.

REQUIRED KNOWLEDGE:

- Demonstrated ability to analyze complex situations and environments and produce innovative solutions;

EXPERIENCE REQUIRED:

- Minimum two (2) years' experience working within a primary care clinic setting
- Experience in employee and labour relations;

SKILLS/COMPETENCIES:

- Demonstrated Leadership and organizational skills.
- Excellent communication skills demonstrating judgment, courtesy and tact.
- Ability to build and maintain positive working relationships with staff and to work in a multi-

disciplinary team based working environment.

- Valid Manitoba drivers license.
 - Mental and physical ability to meet the demands of the position.
 - Given the cultural diversity of our region, the ability to communicate in more than one language would be considered an asset.
 - Proficiency of both official languages is essential for target and designated bilingual positions.
 - Completes and maintains a satisfactory pre-employment security check.
 - Satisfactory employment record.
-

WORK CONDITIONS

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
 - Will be required to travel throughout the region as duties may require.
 - No hazardous or significantly unpleasant conditions.
 - All health care workers are required to be immunized as a condition of employment in accordance with the Interlake-Eastern RHA Policy GA-13-P-110 Required Immunizations for Health Care Workers.
-

WORKPLACE SAFETY AND HEALTH

The incumbent contributes to making the organization safe for clients and staff and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Provides a safe environment by ensuring adherences to Workplace Safety and Health Regulations and Policies, Infection Control Guidelines, WHMIS and Safe Work Procedures. Immediately investigates and recommends corrective action on any unsafe acts, work conditions, incidents, near misses, injuries or illnesses.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility's Fire, Disaster and Evacuation Plan.

PATIENT SAFETY

- Ensures patient safety and patient safety activities are emphasized throughout orientation, training and ongoing performance evaluation and mentoring. Supports an environment which avoids, prevents and corrects all activities or actions which may result in an adverse outcome in the delivery of health care services. Patient safety is a standing item for all individual and departmental meetings.
-

Created: _____
Date

Revised: _____
January 2021
Date

Approved by: _____
Regional Manager/ Supervisor _____
Date

Approved by: _____
Vice President/ CEO _____
Date

Reviewed by: _____
Vice President, Human Resources _____
Date

Position descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed position descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.