



OUR VISION, MISSION & VALUES:

Women's Health Clinic (WHC) provides accessible, woman-centred services, creates strategic partnerships and advocates for system change. We work toward the vision of having equitable health and wellness services within and beyond WHC, delivered through a feminist lens. All our work is guided by our values – choice, inclusion, social justice, innovation and integrity.

WHC EXPECTATIONS:

Every employee is expected to contribute to the mission, vision and values of WHC, and the achievement of its strategic plan through collaboration and teamwork. Employees are expected to consistently attend work, function within WHC's principles of services, contribute to the quality of our services for clients and look for ways to improve our overall effectiveness and enhance client experience. Employees will respect each other, clients and members of the public and create an environment where clients have the information, knowledge and support they need to achieve their individual health and wellness goals.

WHC PROMISE:

WHC will provide employees with a respectful, healthy and safe work environment and compensate and recognize employees in a fair and meaningful way. We will provide employees with opportunities to participate in planning and decision-making and to communicate your concerns, ideas and suggestions. We will listen and be responsive. We will support employee growth and development through a culture of coaching, learning and encouragement.

Job Stream: D

Union Classification: Out of Scope

Position: Program Manager, Health Services

Position Reports to: Director of Programs

POSITION SUMMARY:

The Program Manager, Health Services is primarily responsible for day-to-day management of the Medical & Abortion programs, including human resources, program development, scheduling oversight, financial accountability, quality and innovation. They participate in and lead program and organizational initiatives, committees, and functions, manage the Client Service Teams, and work in close partnership with the Medical Directors and clinical staff. The Program Manager works with the Leadership team to align programs and services with client needs, integrate services within and outside WHC and encourage cross organization teamwork and collaboration.

Job Specific Day To Day Activities

1. Responsible for specific day to day activities within the Health Services and Abortion Program.
2. Lead and coordinate an interdisciplinary team of healthcare providers.
3. Provide administrative support to the Medical Director, as required.
4. Knowledge and experience in human resource management
5. Work in collaboration with other members of the leadership team.
6. Build and maintain partnerships in the community and collaborate with others to support program delivery.

7. Plan, implement and evaluate program activities.
8. Develop operational strategies and activities.
9. Assume responsibility for collecting monthly statistics and reports.
10. Play an active role in the work of internal and external committees.
11. Ensure compliance with organizational policies and practices.
12. Stay abreast of innovations, trends and best practices in community healthcare services.
13. Evaluates, develops and recommends procedures and practices to directors; ensures that approved policies, practices and procedures are understood and implemented within their team or program area.
14. Participates in the recruitment and selection process for staff as well as training and orientation; and coordinating and providing input and feedback on performance plans.
15. Responsible for discipline and performance management of employees that report directly to the manager.
16. Implementation of Strategic Plan in collaboration with leadership team, operations committee and program team.
17. Tracks program expenditures by recording expenses, alerting budget overruns and unusual expenses and authorizing purchases; provides input to director for budget formulation.
18. Proactively identifies program or service issues.
19. Investigates occurrences and implements program and practice changes to improve service.
20. Oversees program specific use of Electronic Medical Record (EMR) including charting, scheduling, tasks, documents and letter queue; merging clients and proposing changes and improvements as program requires.
21. Quality assurance activities, including RL6.

Collaboration with Leadership Team

1. Determine community needs and develop programs to support these needs.
2. Communicate with stakeholders to keep them informed about Women's Health Clinic activities and to learn about services provided and unmet needs to track the evolution of the population served.
3. Develop and supervise plans for programs and projects that respond to the needs identified by studying mandates, identifying target populations, gathering and analyzing the necessary information and evaluating action plans.

Position Specific / Initiatives

1. Lead on EMR use at WHC and makes recommendations for any practice improvements as required across all program areas
2. Orients students and residents to the program and WHC
3. Manager on-call duties required.

Competencies

Client Service (delivers client-centered service)

- Demonstrates in-depth understanding of diverse client needs and circumstances
- Provides attentive and supportive service to address client needs
- Follows-up to evaluate client service, needs and requirements and makes adjustments as required
- Provides guidance and feedback on client service policies and protocols
- Sets and oversees the work environment for client service excellence

Teamwork (works effectively with diverse individuals, groups and communities, and builds collaborative partnerships and relationships)

- Is accessible and supportive to team members

- Adapts leadership style to meet the diverse and cultural needs of others
- Identifies beneficial partnerships and builds new relationships effectively
- Creates and works to support a work environment for effective teamwork and collaboration
- Works effectively in conflict situations to achieve a mutually beneficial result
- Identify conflict areas and mediate as necessary for resolution
- Builds a positive and inspiring work environment

Communication (effectively exchanges information and ideas to inform, educate, influence or advocate)

- Demonstrates active listening to others to ensure understanding
- Adjusts tone and messages depending on audience needs
- Influences and/or advocates for a person or cause in an effective manner
- Fosters an environment that promotes effective and respectful interactions
- Communicates honestly, respectfully and constructively in situations that may be tense and is aware of and minimizes the impact of a real or perceived power imbalance and impact on others
- Ensures confidential information is maintained by self and team; identifies risks to management
- Ensures timely and effective communication to all staff with respect to information necessary to do their job. (changes to processes, etc.)

Planning and Organizing (effectively plans, prioritizes, coordinates and implements required actions and resources to maximize outcomes)

- Creates plans and coordinates projects, programs and tasks involving diverse skill sets
- Ensures program goals and employee actions align with and support the organization's vision, mission and strategic goals
- Monitors plans, expenditures and resource requirements and makes appropriate modifications and recommendations
- Develops and monitors quality assurance goals
- Advises Director(s) of risks in a timely manner to take proactive action

Analysis, Problem Solving and Evaluation (effectively analyzes, assesses and applies information to facilitate appropriate solutions and effective decisions)

- Identifies and critically analyses options to address needs and determine appropriate actions
- Makes effective decisions based on assessment and evaluation
- Provides solutions or resources to implement action plans for difficult/crisis situations
- Delegates decision making down to appropriate level if needed
- Builds support from stakeholders impacted by actions or decisions
- Evaluates actions, solutions and decisions once implemented and makes future adjustments as required

Leadership (demonstrates skills and expertise to contribute to business results effectively and with integrity)

- Holds self and others responsible for fulfilling work commitments
- Ensures accuracy, high standards and accountability for own work results and team
- Responds efficiently and effectively to staffing issues within the scope of their role
- Fosters an environment that encourages others to share ideas
- Challenges assumptions and status quo thinking in self and others
- Is recognized as a change agent and helps others adapt to change effectively
- Provides timely and constructive feedback to others for development within the scope of their role
- Accepts feedback from others and acts on information
- Develops self and supports others to develop skills and experience

Technical/Position Specific Competencies (the application of competencies specific to professional certification/association standards and guidelines)

- Experience with ACCURO

Risk Management: Conduct random program audits to ensure quality control in areas related to client service and assessing accuracy in standardized client information.

Education/Experience:

- Minimum of 3 years' experience managing healthcare programs in a unionized environment, preferably in a community, healthcare facility or hospital; including experience in community development.
- Working with teams in an interdisciplinary and diverse workplace; commitment to principles of anti-oppression and intersectional feminist leadership.
- Superior organizational skills and capacity to manage multiple projects at the same time.
- Thorough knowledge of community programs and resources.
- Knowledge of human resource management and budget management.
- Acute sense of communication, people skills and leadership.
- Superior analytical and problem solving skills.
- Degree at a Bachelor's level in related discipline, or acceptable combination of education and experience.
- Satisfactory Criminal Record check, Adult Abuse Registry check and Child Abuse Registry check.
- Proficient knowledge of Microsoft Office.
- Familiarity with risk management, quality assurance programs and health care accreditation an asset.
- Experience in group facilitation, public speaking and health education is an asset.
- Training in LEAN Management is an asset.
- A Master's degree in a relevant sector, health or social services is an asset.
- Experience with ACCURO is an asset.
- Proficiency in both official languages or other language an asset.