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## POSITION DESCRIPTION

**POSITION TITLE:** MANAGER HEALTH SERVICES

**DEPARTMENT:** CLINICAL PROGRAMS

**CLASSIFICATION:**

**UNION:** NON-UNION

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## REPORTING RELATIONSHIPS

**POSITION REPORTS TO:** REGIONAL DIRECTOR

**POSITIONS SUPERVISED:** CLINICAL RESOURCE NURSE/ REGISTERED NURSE/ REGISTERED PSYCHIATRIC NURSE/  
LICENSED PRACTICAL NURSE/ HEALTH CARE AIDE/ ADMINISTRATIVE ASSISTANT (AS  
APPLICABLE)

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## POSITION SUMMARY

Under the direction of the Director Health Services or designate, the Manager Health Services oversees and manages inter-disciplinary team(s) consisting of staff who provide direct care to patients/residents/clients. This position is responsible to lead and ensure delivery of safe, effective and efficient health services. Inspires and leads health services staff across the organization to embrace and adopt integrated, patient/resident/client-centered care pathways and service delivery models. Accountable to provide service-delivery focused operational management in a fiscally responsible manner, partnering closely with leadership, internal and external stakeholders to support patients/residents/clients in accessing multiculturally respectful health services. Monitors and evaluates key performance indicators and collaborates with stakeholders to ensure safe, effective and appropriate patient/resident/client care through the clinical quality framework and patient/resident/client care lens that will shape an environment for clinical and service excellence.

This position is guided by prescribed frameworks, the foundational documents of the Interlake-Eastern Regional Health Authority including the vision, mission, values and policies, available tools, models, methods and standards to support best practices from established independent organizations, and applicable legislation, regulations and standards.

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## **ESSENTIAL FUNCTIONS AND DUTIES**

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

### **Clinical Operational Planning**

- Actively contribute as a member of management to develop, communicate and achieve operational goals and participate with the senior management in the development of annual operating plans aligned with the organization's priorities and integrating health system and community-based needs.
- Apply current evidence-based knowledge and information on trends in health services to implement effective supports and make recommendations in service delivery to meet identified healthcare needs.
- Identify and inform senior leaders of opportunities, risks, recommendations, and solutions.
- With leadership direction, lead initiatives and ad hoc projects to introduce changes to health services while ensuring appropriate regulatory compliance.
- Participate in the development and implementation of related clinical service policies, procedures and standards to meet best practices for patient/resident/client care; and ensures adherence.
- Implement policy directives, and monitor and report on policy, procedures and standards adherence within health services, by establishing and evaluating feedback and follow-up mechanisms.
- Liaise with management, staff, regional and provincial clinical program management, provincial and federal health facilities, social services, service delivery organizations, community program partners, municipal government and indigenous communities as appropriate.

### **Clinical Operations Management**

- Plan, coordinate and ensure the delivery of health services; collaborate to resolve interdisciplinary care issues and to ensure and enhance service usage.
- Responsible for ensuring health services resources are appropriately staffed to ensure continuous service coverage in accordance with operational requirements and applicable Collective Agreements.
- Plan, manage and evaluate procedural changes to ensure and improve the delivery of cost-effective, quality patient/resident/client care and health services.
- Ensure team members' values and perspectives are incorporated in service initiatives and plans and support team members as patient/resident/client advocates.
- Meet with internal and external stakeholders to facilitate collaboration, provide support, resolve operational problems, and provide on-going direction as needed.
- Ensure participation on related committees to enhance coordination and consistency of standards to meet patient/resident/client care needs.
- Collaborate with leadership and health services team to receive and respond to media requests.
- Represent the organization on committees, task forces and working groups to increase efficiency and effectiveness of operations as assigned.
- Work with senior leadership to manage, evaluate and ensure compliance with Manitoba Health policies, provincial clinical services standards, quality, legislation, professional

standards of practice, applicable code(s) of ethics, education and research within the clinical service area.

- Collaborate with key stakeholders to ensure safe, effective and appropriate patient/resident/client care through a clinical quality and patient/resident/client care lens that will shape an environment for clinical and service excellence.

#### **Program Financial and Performance Management**

- Manage the approved budget and expenditures for the Program to align with approved operation plans and policies.
- Lead the Program to achieve goals and performance targets established in alignment with the overall strategic and operating plans including communicating priorities, required resources (physical, human, financial, technological, intellectual), activities, progress and deadlines, and developments including any necessary changes.
- Manage the ongoing capacity of the Program and ensure accurate, timely and relevant patient/resident/client services are provided and modified as needed.
- Cultivate and model a culture of patient/resident/client service; incorporate feedback from senior leaders on the performance of the Program to evaluate and improve the performance of the function.
- Identify and implement opportunities for improved Program performance through efficiencies such as in operating expenditures or vendor costs.
- Reallocate resources to meet clinical service objectives.
- Review the financial reports and variance analysis for the Program.
- Facilitate the development of and prioritize capital equipment requests for patient/resident/client care in collaboration with the health services team.
- Regularly review statistical analyses to project and prioritize changing needs of the service delivery model.
- Develop, monitor, evaluate and improve the service from a quality improvement and risk management perspective including evaluating key performance indicators related to service delivery including workload statistics, consumer complaints and patient/resident/client satisfaction surveys as appropriate.
- Ensure accreditation standards and legislation specifically related to health services are achieved and exceeded in service delivery areas.

#### **Human Resource Management**

- Manage, coach and mentor staff in an engaged work environment focused on supporting the operating goals of the Interlake-Eastern RHA with a culture of patient/resident/client service.
- Collaborate with senior leaders to establish and maintain a functional organization structure for the organizational unit and an accompanying workforce/talent plan.
- Delegate and assign accountability for important outcomes aligned with strategic and operating goals to appropriate staff in the work area; providing ongoing support, coaching, mentorship and direction to build staff capabilities and ensure goals are achieved.
- Model and ensure compliance with all organizational policies, procedures, standards of practice and guidelines, and all external legislative, regulatory, accreditation and applicable professional requirements.
- Evaluate and manage the performance of direct reports, ensure a model of coaching and mentorship is applied to build competency and capabilities.

- Provide performance feedback to colleagues based on their interaction with patients/residents/clients and the outcome of their work.
- Participate in informing labour relations matters as required (e.g. collective bargaining, arbitration).
- Facilitate an environment which fosters change through effective role modelling, support and delegation.
- 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.

**OTHER**

- Performs other duties as assigned.

**QUALIFICATIONS**

**EDUCATION/CERTIFICATION:**

- Post-secondary degree in a relevant health discipline from an accredited education institution.
- An equivalent combination of education and experience may be considered.
- Active member in good standing of an associated regulatory body as appropriate.

**EXPERIENCE REQUIRED:**

- 3 - 5 years of leadership experience in a patient/resident/client care setting including:
  - 5 years of related direct clinical services delivery across one or more assigned clinical areas of health care such as:
    - primary health, and/or community services including population health, health promotion and illness prevention for diverse populations across the human lifespan.
    - acute inpatient, specialty care and complex ambulatory settings.
    - integrating innovative community-based care modes (such as home care, primary care, etc.) to optimize healthy aging, health restoration and maintenance, and to deliver high quality care in the areas of chronic disease, palliative care, community mental health, rehabilitation and/or long-term care.

**SKILLS/COMPETENCIES:**

- Demonstrated leadership capabilities. The provincial health system in Manitoba has adopted the LEADS in a Caring Environment framework.
- Knowledge of:
  - relevant professional regulatory requirements including standards and scope of practice for direct reports.
  - relevant legislated acts including but not limited to Personal Health Information Act, Protection of Persons in Care Act, Mental Health Act, Workplace Hazardous Material Information System (WHMIS), Principles of Routine Practices (Universal Precautions).
  - relevant Collective Agreements.
  - working with individuals from diverse cultural, social and ethnic backgrounds.

- regional/site/unit policies, procedures, protocols and guidelines relating to: clinical care, administrative, financial, and human resource management.
  - Valid Manitoba driver’s 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.
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**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.
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**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.

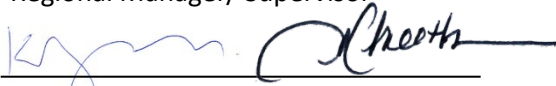
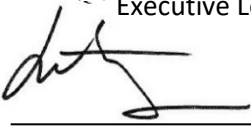
- Provides a safe environment by ensuring adherences to Workplace Safety and Health Regulations and Policies, Infection Control Guidelines, WHMIS and Safe Work Procedures. Immediately investigates and recommends corrective action on any unsafe acts, work conditions, incidents, near misses, injuries or 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.
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Created: November 2024  
Date

Revised: \_\_\_\_\_  
Date

Approved by:	_____	_____
	Regional Manager/ Supervisor	Date
Approved by:	 _____	January 6, 2025
Date	_____	_____
	Executive Leads/ CEO	
Reviewed by:	 _____	November 18, 2024
	Executive Lead, 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.*