



POSITION DESCRIPTION

POSITION TITLE:	DIRECTOR HEALTH SERVICES – PRIMARY CARE
DEPARTMENT:	COMMUNITY & CONTINUING CARE
CLASSIFICATION:	
UNION:	NON UNION

REPORTING RELATIONSHIPS

POSITION REPORTS TO:	EXECUTIVE LEAD HEALTH SERVICES; COMMUNITY & CONTINUING CARE
POSITIONS SUPERVISED:	HEALTH SERVICES MANAGERS

POSITION SUMMARY

The Director Health Services – Primary Care as a member of the Regional Leadership Team, is responsible for providing leadership and direction for Primary Care programs and services. The Director Health Services – Primary Care is responsible for program planning, development, management, and evaluation, fiscal and human resource management, policy development, professional standards and quality care with additional priority/focus on cultural competence, culturally safe and trauma informed care practices.

Key areas of responsibility include health services management and delivery, staff and resource management, financial/resource stewardship, and performance management.

The position of Director Health Services, functions in a manner consistent with, and supports the mission, vision and values of the Interlake-Eastern Regional Health Authority.

Interlake-Eastern RHA is committed to responding to the [Truth and Reconciliation Commission of Canada's Calls to Action](#) and to creating working environments free of racism for both clients and employees. All staff members are encouraged to seek and identify patterns of harm toward Indigenous, black, and marginalized clients and employees and to take actions to disrupt any form of racism. Collectively and individually, we are growing cultural competency capacity by implementing the region's anti-racism action plan.

ESSENTIAL FUNCTIONS AND DUTIES

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

- Lead a multi-disciplinary team in the integrated delivery of regional programs and services.
- Inspire and lead health services staff to embrace and adopt integrated, patient-centred care pathways and service delivery models.
- Partner closely with key stakeholders, including First Nations communities and organizations, community groups, and regional and provincial colleagues to strengthen health services delivery.

MAJOR RESPONSIBILITIES

Leadership

- Actively contribute as a member of the Regional Leadership Team to inform organizational strategic planning and implement operating plans for the assigned area(s).
- Acts as a resource and role model for staff.
- Facilitates opportunities for development of leaders or potential leaders within the assigned program area.
- Maintains contact with counterparts in other Regional Health Authorities and professional associations to keep abreast of practice issues and changes in primary care and health care delivery systems.
- Facilitates an environment which fosters change and innovation that is in keeping with the organization's goals, philosophies, policies and procedures.
- Implements change through effective delegation and participatory management.
- Maintains and applies current knowledge and information on trends in Primary Care with a focus on quality improvement and patient safety.
- Articulates the philosophy of quality improvement which is consistent with that of the organization.
- Identify and inform senior leaders of immediate and long-term opportunities and risks.
- Act as a thought leader and subject matter expert in the leadership of Primary Care service delivery.

Health Services Management and Delivery

- Manages and leads services within Primary Care programs and services to enable client access and effective care pathways across the provincial health-care system.
- Advocates, considers and strengthens accessible, appropriate, and safe care for all individuals.
- Participates in, manages and maintains a regional after hours on call rotation for staff working outside of business hours.
- In conjunction with the Chief Medical Officer, responsible for the provision of appropriate physician/psychiatry and other professional consultative services as needed for safe client care.
- Manage organizational change in the assigned service area(s) including recommending and implementing policy, procedures, standards and practices related to the systems and services to meet ongoing customer needs in a dynamic environment.

Financial and Performance Management

- Demonstrates knowledge and understanding of data driven planning, improvement, and accountability.
- Assesses and plans for future needs in relation to staff, equipment, space, and supplies.
- Establishes/monitors the approved budget for assigned programs and services in collaboration with Executive Lead, Health Services – Community & Continuing Care, Health Services Managers and Finance leads.
- Develops and implements annual operating plans for Primary Care programs and services, measuring progress quarterly, and adapting tactical approaches to ensure overall operational goal achievement.
- Monitors and analyzes quality improvement data and assists the Health Services Managers to identify solutions for areas of potential risk, or improvements for areas of weakness.
- Reviews and acts based on operational performance metrics aligned with established performance indicators measuring the effectiveness of the service, and achievement of quality and service targets (e.g. service access, service outcomes, stakeholder engagement)
- Modify and improve services to ensure ongoing capacity to meet the dynamic needs of stakeholders.
- Review and act based on operational performance metrics aligned with established key performance indicators measuring the effectiveness of the service, and achievement of quality and service targets (e.g. service access, service outcomes, stakeholder engagement).
- Establish and manage the approved annual capital and operating budgets and expenditures in alignment with approved operating plans and policies.
- Prepares an annual report in consultation with the Health Services Managers that reviews the activities of the past year and the degree to which objectives were achieved.
- Reviews pertinent occurrences and ensure appropriate follow-up.
- Facilitates policy and procedure review and development.
- Maintains records of quality improvement activities and submits reports as requested.

Staff Management

- Lead and mentor staff in an engaged work environment focused on supporting the operating goals of the organization.
- Collaborates with Health Services Managers and Human Resources team to ensure that effective systems for the recruitment and retention of staff are in place.
- Delegate and assign accountability for important outcomes aligned with 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.
- Provide performance feedback to colleagues internally and in partner organizations based on direct interaction and the outcomes of the work of the staff in their functional areas related to effective collaboration.
- Authority to hire, discipline, and recommend the dismissal and suspension of employees.

Advancement of Knowledge

- Maintains current knowledge of trends and issues within the health care field, and program area(s) and recommends changes in policies and procedures, equipment, and programs/services based on this knowledge.
- Ensures educational opportunities are provided within the available resources.

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

- Baccalaureate degree in a clinical discipline (E.g. BN, RPN, BSW) from a recognized post-secondary educational institution.
- A postgraduate degree in related clinical health area is an asset.
- Advanced educational preparation in Health Services Management and/or leadership.
- An equivalent combination of education and experience may be considered.
- Active member in good standing of the college or association that accredits their professional designation, governed by the Regulated Health Professions Act (RHPA).

REQUIRED KNOWLEDGE

- Demonstrated knowledge of the Manitoba Health Care system including broad understanding of the issues in rural health service delivery.
- Knowledge of relevant legislation and regulations and demonstrated experience in applying same.
- Awareness of cultural competence/culturally safe care practices and trauma informed care
- Demonstrated knowledge of program area including an understanding of trends, initiatives and issues within local, provincial, and national health care systems. i.e. MyHealth Team, primary care clinic models, interprofessional scope of practice and care teams,
- Demonstrated knowledge and understanding of data driven planning, improvement, and accountability.
- Knowledge of/experience with risk management and patient safety.
- Knowledge of/experience with quality improvement/LEAN design.
- Understanding of community development principles.
- Familiarity with health labor relations and collective agreements.
- Familiarity with digital integration and optimization.

EXPERIENCE REQUIRED

- Five (5) years of progressive management experience leading a broad spectrum of health services including:
 - Experience working with and supporting Interprofessional care teams to work collaboratively

- Experience participating in operational planning, implementing operational directives, and achieving formal quality, patient safety, service integration and partner collaboration goals and objectives.
- Experience building and leading a high-performing, interdisciplinary team
- Experience in proposal writing, budget development, policy development and contract management.
- Five (5) years of direct clinical services delivery

SKILLS/COMPETENCIES

- Achieving outcomes in data driven process optimization and improvement.
- Exemplifying leadership through words, actions, and results.
- Building and maintaining positive working relationships with internal and external operational and strategic partners.
- Team building, including healthy conflict resolution.
- Facilitate cross program integration and collaboration.
- Problem-solving including creating and implementing innovative solutions to historical problems, and solution finding across-jurisdictions.
- Demonstrated commitment to Reconciliation actions, including anti-racism.
- Solution-focused and action-oriented approach to understanding health equity and to closing health equity gaps.
- Commitment to the vision, mission, and values of the IERHA.
- High level of integrity, confidentiality and accountability.
- Experience achieving fiscal targets including preparation and management of budgets.
- Self-directed and creative with experience in developing programs and facilitating change.
- Ability to work independently and appropriately manage multiple tasks within a dynamic environment.
- Ability to consider the continuum of health services in decision-making/planning process.
- Demonstrated ability to adapt to, be flexible, manage and facilitate change.
- Must be competent with Microsoft Windows based programs (MS Word, Excel, PowerPoint, and Outlook).
- Demonstrated record of commitment to ongoing professional development and life-long learning.
- Valid Manitoba driver's license and use of a personal motor vehicle.
- 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.
- Must be able to work safely in a typical computerized office environment with frequent meetings, and to lift and carry items of up to approximately 10 kg.
- Interruptions to respond to questions from senior management in the organization, third-party compliance bodies, and vendors are common; dedicated and focused time for planning and concentration can be scheduled.

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 Manitoba Association of Safety in Healthcare (MASH), 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

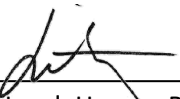
- Ensures patient safety and patient safety activities are emphasized throughout orientation, training and ongoing performance evaluation and mentoring. Supports an environment which avoids, prevents and corrects all activities or actions which may result in an adverse outcome in the delivery of health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

Created: January 2025
Date

Revised: _____
Date

Approved by: _____
Regional Manager/ Supervisor Date

Approved by:  _____
Executive Lead, Community & Continuing Care January 31, 2025
Date

Reviewed by:  _____
Executive Lead, Human Resources January 31, 2025
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.