



DIRECTOR, CLINICAL OPERATIONS

Full-Time, Permanent

Reporting to the Executive Director, the Director of Clinical Operations provides strategic and operational leadership for clinical services across the PCN. The role has a strategic perspective as it is essential that the clinical services are reviewed and designed to deliver optimal care through the most effective model of delivery, based on researched evidence and leading practice. This role also has day-to-day operational leadership of clinical and clinical support services. These are essential services that must be delivered to the highest quality of patient care and patient satisfaction.

KEY RESPONSIBILITIES & DUTIES

The Director will also work closely with our other Directors including evaluation and quality, partnerships and people, and financial services. The role will be a member of the executive leadership team and will participate in quarterly board meetings. There are occasions where out of normal hours working is expected. Key strategic and clinical operational duties and responsibilities include:

- Leading the production of a clinical services strategy that enables delivery of clinical services across the PCN in alignment with zone and PCN business plans.
- Continuously seeks out evidence and leading practice in primary care services, including virtual care, and brings fully costed plans forward that align to the EOPCN 3-year business plan. Establishes a strategic clinical quality framework that addresses clinical safety and clinical risk issues.
- Adopts a proactive mindset that continuously reviews and evaluates service delivery and acts upon the findings using strategic and critical thinking skills.
- Provides strategic clinical leadership and direction to direct reports and the wider multidisciplinary team in the delivery of clinical operations at multiple sites across the PCN.
- Plays a strategic role in various sub committees of the Board such as risk management and resources in clinic.
- Establishes and manages an FTE control process to help the PCN remain within financial and FTE budgets.
- Fosters collaborative relationships with physicians and staff in member clinics and maintains regular communications.
- In partnership with the Director of Evaluation and Quality, supports the evaluation of programs, services and practice protocols.
- Manages clinical resources including recruitment, performance management, staff development, confirmation of professional certification/license and conflict resolution.
- Develops, monitors and is accountable for the clinical services portion of the annual budget.
- Liaising and being available to physician members in clinics for timely and responsive support to our members.



QUALIFICATIONS:

Education and Experience

- Master's degree in a Health discipline preferred. An equivalent combination of education and experience may be considered
- Current professional registration(s) at RN or equivalent

Knowledge, Skill and Competencies:

- Critical thinking ability
- Strategic thinking and planning experience and ability
- A strong track record as an effective leader in a clinical environment
- Strong interpersonal and team building skills
- Demonstrated ability to develop collaborative, effective working relationships
- Effective written and verbal communication skills
- Strong problem-solving skills
- Budgeting and financial management skills

APPLY TODAY

The Edmonton Oliver PCN offers a competitive compensation package with comprehensive benefits, opportunities for continuing education and career growth, and an outstanding work environment.

Application process:

Please ensure that your application consists of the following:

1. Cover letter that includes your motivation for applying and why you would be the ideal candidate. Also please include your compensation expectations.
2. An up-to-date resume.
3. A response to the following statements of no more than 500 words per question:
 - a. What in your view are the top three strategic challenges facing our primary care network?
 - b. How would you improve quality of care?

Please direct your complete application package to: Daryl Johnson, HR Director at djohnson@eopcn.ca.

POSTING EFFECTIVE until a suitable candidate has been found.

We thank all candidates in advance for their applications, however, only those being selected for an interview will be contacted.