

Job Description

Position: Operations Manager

Program/Service: Urgent & Primary Care Centre

Established in 1969, REACH is a non-profit, community-governed organization with a history of primary care innovation and a commitment to equality and social justice in East Vancouver. We have a multidisciplinary approach to care within our medical, dental, pharmacy, multi-cultural family centre and now an Urgent & Primary Care Centre (UPCC). We are committed to providing inclusive, accessible and sustainable programs and services to support the physical and mental health and well-being of our community and individuals within it.

The REACH UPCC will provide triage and delivery of urgent primary care services to any patient who presents themselves during the hours of operation. This program aims to provide urgent primary care to any individual who needs it 8am-10pm Monday to Saturday and 9am-5pm on Sundays regardless of whether they are attached to another primary care provider for longitudinal care. While the emphasis is on urgent primary care, the REACH UPCC strengthens our existing commitment to the social determinants of health as a foundation for patient care. We will also be developing ways of connecting patients to care in the evolving Primary Care Network surrounding the REACH UPCC so that it functions as a hub and integrator in the network.

Position Summary

Answering to the Executive Director the Operations Manager oversees the day to day operations of the REACH Urgent Primary Care Centre. The role will be the lead in planning, organizing, directing, and evaluating all operations, ensuring consistent and reliable services are offered to all patients who present themselves at the clinic. The Operations Manager will work closely with all staff and stakeholders to coordinate and evaluate scheduling, processes and procedures, best practices, and quality and efficiency of care. The operations manager will be responsible for managing the staff of the REACH UPCC.

Responsibilities

- Utilize standard operations management methodology and a collaborative approach to leadership.
- Cultivate and foster healthy relationships in order to provide leadership and support
- Lead and coordinate the implementation of teams to ensure the UPCC runs smoothly and efficiently.
- Support, coach and empower the team through consistent feedback, remain positive and transparently deal with failures, focus on what has been learned.
- Provide research support for best practice and change management initiatives to support improvements.
- Serve as the central contact/resource person related to the operations and identifies and resolves arising issues through negotiation and conflict resolution with stakeholders.
- Support the composition of briefs and reports at the site, local health area, and Health Authority levels to support optimum service delivery.

- Liaise externally with and support and/or identify opportunities to partner with other health authorities, regional entities, community agencies, and private partners in system redesign of care and service improvements.
- Resolve client issues and operational bottlenecks.
- Assist the HR Coordinator with interviewing, hiring and training new staff when required.
- Plan for patient engagement strategies to ensure patient views are considered in service planning.
- Encourage and support innovation, champion and orchestrate change
- Take action to implement decisions, assess and evaluate results
- Create communication plans and communicate and presents information clearly and concisely to key stakeholders, physicians, staff, and managers
- Provide regular status updates and attends various meetings as required.

Team and centre activities

- Participate actively in staff meetings and board committees.
- Participate in the overall activities of the health centre, e.g. in service training, committees, special events and shared staff responsibilities.
- Communicate clearly, listen accurately, be open to feedback, handle conflict appropriately, and display sensitivity to others.
- Collaborate well with others, promote cooperation and teamwork.
- Participate in REACH's commitment to becoming discrimination free and an inclusive health centre and promotes a healthy lifestyle.
- Maintain the reputation and confidentiality of the health centre and its clients at all times.
- Adhere to all applicable REACH policies and procedures.

Qualifications

- Registered Nurse, preferred.
- Five years of recent, related experience at a senior level, working within a complex public or private sector environment, and experience in Operations Management.

Skills

- Demonstrates a commitment to the social determinants of health being the foundation for providing care.
- Proven leadership skills including taking control and instituting action, giving direction and taking responsibility. Can competently lead a diverse group of participants across a wide range of disciplines.
- Demonstrates ability to organize work, simultaneously handle multiple priorities and manage challenging and competing demands.
- Adapts and responds well to change. Manages pressure effectively and copes well with setbacks.
- Able to work well in situations requiring openness to new ideas and experiences. Seeks out learning opportunities. Handles situations and problems with innovation and creativity. Thinks broadly and strategically. Supports and drives organizational change. Empowers team through giving consistent feedback and encouraging feedback from staff.
- Knowledge of project and change management processes an asset.
- Able to speak more than one language an asset.