



Nine Circles Community Health Centre
Is currently hiring for

CLINIC SERVICES MANAGER
(1.0 EFT Permanent (38.75 hours per week)
\$70,000 to \$90,000 per annum D.O.Q.

Job Summary

The Nine Circles Management Team operates as a component of the Nine Circles integrated model of service delivery and is committed to the provision of low barrier, culturally safe prevention services, comprehensive primary care, advocacy and education for key populations susceptible to, or living with, HIV and other sexually transmitted and blood borne infections (STBBIs), while working to eliminate stigma and advocate for health equities.

Reporting to the Director of Primary Care, the Manager is responsible for leading the delivery of day-to-day primary care program support systems including accountability for client (patient) flow, staff supervision and support, quality assurance, risk management and infection prevention and control. A priority for this position is overseeing Nine Circles client flow to minimize client barriers to services and to optimize staff engagement and enhance workflow processes.

This job is full-time, 77.5 hours per two-week period (including holiday pay hours). Regular work hours fall between 0800 and 2000. Regular workdays occur Monday through Friday. Flexibility and adaptability of hours is required for this position to ensure appropriate support coverage. Occasional evening and weekend shifts are required. Overtime is not a normal requirement for this position.

A comprehensive benefit package is provided as per employee eligibility via HEB Manitoba.

Key Responsibilities

The Manager is present, available, and accountable to assist staff in problem solving potential barriers to accessing Nine Circles primary care services and facilitating our 'no wrong doorway' approach. The Manager assists staff in finding ways to deliver client centered services in a courteous and kind manner by coaching, mentoring, and supervising in accordance with the Collective Agreement, Nine Circles vision and mission statement, Nine Circles standards and policies, and client care plans.

The Manager directly manages assigned staff including Primary Care Assistants and Medical Lab Assistants to meet workload demands, provide quality client services, and optimize optimal workflow processes and patterns.

The Clinical Services Manager is responsible for:

1. Staff Supervision and Support
2. Clinical Operations management
3. Quality Assurance and Risk management
4. Safety Response System management

A detailed job description stating all position duties and responsibilities is available upon request.

Qualifications

Required Education

- An undergraduate degree in medical, health or business administration or in a relevant discipline from an accredited post-secondary education program
- An equivalent combination of education and experience may be considered

Skills and Experience

- Extensive primary care background with at least five (5) years of experience working with structurally disadvantaged populations within a primary care environment.
- Minimum of 3 years' experience working in health services or health systems
- At least 3 years of management experience, including human resources management, preferably in a unionized environment.
- Minimum of 3 years in a leadership role supporting operations

- Experience in leading and monitoring quality improvement
- Experience with Accuro or other electronic medical records
- Excellent project management skills and proven experience in functioning at both a strategic and operational level
- Proficiency with computerized systems and within the various applications of Microsoft 365, e-mail and computerized calendars
- Ability to understand, provide feedback and present solutions to strengthen current workflow processes
- A hands-on, forward-thinking planner with strong problem-solving skills; willingly and enthusiastically provides support and mentorship
- Understands and considers the overall impact of system change in a multidisciplinary team experiencing change
- Skilled communicator and excellent oral and written communication skills
- Ability to handle highly confidential material and matters
- Demonstrated knowledge and understanding of Indigenous culture and traditions and the impact of colonization on the health and well-being of Indigenous individuals and families

Assets

- Experience in LEAN Six Sigma
- Project Management experience/certification
- Training in Infection Prevention and Control and WHIMIS
- De-escalation training;
- Emergency First Aid and CPR;
- Demonstrated understanding of the assets, challenges, needs and interests of Nine Circles' service populations
- Fluency in languages other than English

How to Apply

Interested candidates may forward their letter of application and résumé to:

Email: humanresources@ninecircles.ca

Deadline for application: Tuesday, May 14th by 4:00 p.m.

Nine Circles celebrates diversity and is committed to creating an inclusive environment for all employees. We encourage applications from qualified people who are Indigenous, living with HIV, identify as 2SLGBTQ, or belong to other traditionally marginalized communities.*

Nine Circles thanks all applicants for their interest, however only those selected for further consideration will be contacted.