



SENIOR MANAGER of PRIMARY & CLINICAL CARE SERVICES- 058R2-24-3
Administration, Health Services
Full-Time

Applications will be received by Six Nations of the Grand River and Grand River Employment & Training (GREAT) up until 4:00 p.m. EST, Wednesday, **August 14, 2024**, for the **Senior Manager of Primary & Clinical Care with Administration, Health Services**. The Six Nations of the Grand River Application for Employment Form, Job Posting and Job Description are available for printing from the www.greatsn.com website. Online applications accepted through <https://www.vscyberhosting.com/sixnations/>. **NO LATE APPLICATIONS ACCEPTED.** Applicants from Six Nations and other First Nations will be given preference to deliver programs and services in a First Nations community.

JOB SUMMARY: Reports to and receives direction from the Director of Wellbeing.

The Senior Manager is a member of the Six Nations Wellbeing Senior Leadership Team and is responsible for the planning, organization and coordination of the Clinical Care programs within the department and overseeing their administration and operation.

The Senior Manager is accountable for the client care services within the Primary & Clinical Care Service program including delivery, operation planning and evaluation, people development, financial management and quality management. This role manages and facilitates relevant strategic change to ensure an environment that supports professional practice and continuous quality improvement.

The Senior Manager will also accept responsibility for fostering an environment that has cultural values and principles of practice as a foundation, encourages teamwork and participation of all staff to continuously improve effectiveness and efficiency of services.

Type	Full Time
Closing Date	August 14, 2024
Hours of Work	35 hours per week
Wage	\$101,500 per annum

*A competitive compensation package will be offered commensurate with qualifications. *



BASIC QUALIFICATIONS:

- University graduate or postgraduate degree in Health Sciences or related field or equivalent combination of experience and education.
- Demonstrated strong working knowledge and understanding of primary care and clinical care requirements and issues in a First Nations Community.
- Health Care Professional in good standing with his/her respective College.
- Experience in leading change, building high-functioning teams and effective-working relationships.
- Skills in strategic planning, project management and effective resource management and utilization.
- Demonstrated ability to contribute to the development and implementation of innovative solutions.
- Working knowledge of governmental policies, programs, services and procedures at the Federal, Provincial and Regional levels relative to the delivery of Wellbeing.
- Minimum of three years' professional managerial experience.
- Evidence of lifelong learning & professional development.
- Comprehensive knowledge of standards of care, professional standards, best practice, evidence-informed decision making, legislative requirements, risk management and quality improvement.
- Demonstrated fiscally responsible experience managing multiple budgets.

SUBMISSION PROCEDURE: (Choose one method ONLY):

Method #1: Online

1. Please visit: <https://www.vscyberhosting.com/sixnations/> to access our job board and follow the directions to apply.
2. Please ensure all required documents are provided/uploaded with your application package, which include:
 - a. Cover letter including your band name and number (if applicable). Please indicate in your letter how your education and experience qualifies you for this position.
 - b. Recent resume clearly identifying that you meet the Basic Qualifications of this position as stipulated above.
 - c. Copy of your education diploma/degree/certificate and transcript.
3. If you have any questions or need assistance please reach out to Eniola Owoso, HR Business Partner at 519-445-2223 ext. 5716 or via email at HRBP3@sixnations.ca.



Method #2: GREAT – Applications must include all of the following:

1. Printed, filled in and authorized Six Nations of the Grand River Application for Employment Form.
2. Cover letter including your band name and number (if applicable). Please indicate in your letter how your education and experience qualifies you for this position.
3. Recent resume clearly identifying that you meet the Basic Qualifications of this position as stipulated above.
4. Photocopy of your education diploma/degree/certificate and transcript.
5. Place all documents listed above in a sealed envelope and mail to or drop off at:

Senior Manager of Primary & Clinical Care

Full Time 058R2 – 24 - 3

c/o Reception Desk

Grand River Employment & Training (GREAT)

P.O. Box 69, 16 Sunrise Court

Ohswéken, Ontario N0A 1M0



POSITION DESCRIPTION – WELLBEING DEPARTMENT

POSITION TITLE: **Senior Manager – Primary & Clinical Care Services
(formerly Family & Community Care)**

REPORTING RELATIONSHIP:

Reports to and receives direction from the Director of Wellbeing.

PURPOSE & SCOPE OF THE POSITION:

The Senior Manager is a member of the Six Nations Wellbeing Senior Leadership Team and is responsible for the planning, organization and coordination of the Clinical Care programs within the department and overseeing their administration and operation.

The Senior Manager is accountable for the client care services within the Primary & Clinical Care Service program including delivery, operation planning and evaluation, people development, financial management and quality management. This role manages and facilitates relevant strategic change to ensure an environment that supports professional practice and continuous quality improvement.

The Senior Manager will also accept responsibility for fostering an environment that has cultural values and principles of practice as a foundation, encourages teamwork and participation of all staff to continuously improve effectiveness and efficiency of services.

KEY DUTIES & RESPONSIBILITIES:

1. Technical Functions:

- Provides leadership and insight as a member of the senior management and health leadership teams.
- Provides appropriate learning opportunities, support and knowledge transfer during new employees' orientation period to equip them with resources to support critical thinking strategies.
- Provides strategic guidance aligned with organization directions, strategies, and targets as well as the processes and tools to increase efficiencies and improve effectiveness of the services provided.
- Assisting in the development of the how each program operationalizes the Organization's and Department's mission, vision and strategic direction in a cohesive manner.
- Facilitating the development of interdisciplinary care teams



- Facilitating an environment which supports creativity and innovation in the delivery of patient care services.
- Participating in the preparation of the annual operational and capital budgets for Primary and Clinical Care services.
- Working with Managers to ensure that programs have access to facilities, equipment, and resources necessary for the day-to-day functions and activities of the programs.
- Ensures the focus of the services is based on outcomes and develops appropriate quality indicators by which to evaluate service delivery.
- Responsible for ensuring professional practice, quality and safety standards are met; and provides leadership and coordination of activities in the planning and implementation of safety, quality improvement and risk management initiatives for the programs.
- The Senior Manager maintains compliance with internal and external guiding principles, as well as all applicable bylaws, legislation, regulations and statutes in support of a patient centered approach to care.
- Facilitate the development, implementation, and evaluation of program goals and objectives annually.

2. Communications Functions:

- Fosters and models a positive workplace culture based on the Haudenosaunee values of respect, truth and appreciation for the environment and one another.
- Consistently communicate the mission, vision, and values of the Six Nations Wellbeing department.
- Share information actively and regularly to enable decision making at the appropriate level.
- Communicate effectively with clients and families, Wellbeing Senior Managers and other programs and services.
- Advises the Director of Wellbeing of all incidents, including situations presenting risk of litigation, hazardous trends and adverse publicity as well as client care issues.
- Participate in communication with community and regional partners for information sharing and networking as requested by the Director of Wellbeing.
- Liaises with appropriate community partners to facilitate community linkages and a seamless continuum of care for patients.
- Promotes services to increase community awareness of programs offered.
- Participates in committees for Wellbeing and program planning.
- Works with Director of Wellbeing and other agencies to identify and resolve community service issues.
- Advocate for Six Nations community needs at every level of inter-agency communication.

Six Nations Elected Council is an equal opportunity employer and will seek to accommodate the needs of individuals with disabilities in a manner that most respects their dignity. All candidates are encouraged to apply. Applicants from Six Nations and other First Nations will be given preference to deliver programs and services in a First Nations community. Based on the need to provide qualified professional services, only those applicants meeting the minimum requirements will be invited for an interview.



- Participate in on-going communication with agencies external to Six Nations for the purpose of awareness and potential program expansion, upon request.
- Evaluation and improvement of protocols with relevant services located both on and off reserve.
- Completes annual performance appraisals for all direct reports to provide assessment, review and feedback in a documented format on an annual basis.
- Support and promote an environment for personal development so that members of the programs can maximize their potential.
- Interpret policy consistently and fairly and facilitate the constructive resolution of conflicts and performance concerns.

3. **Administrative Functions:**

- Ensures appropriate human, physical and financial resources are available and where unavailable, contingency plans are in place.
- Ensures the adherence to program, organizational and department specific policies and procedures.
- Facilitate the development of staff knowledge, skills and professional behavior consistent with the mission, vision and values of the department and organization.
- Ensures an internal credential process is in place for regulated health professionals who are required to renew registrations with their professional colleges annually.
- Assist in the development, implementation, and evaluation of the designated programs within the context of the organization's strategic direction.
- Contribute to the provision of safe and effective patient care and services by maintaining and improving standards of practice within the program.
- Support ongoing monitoring, coordinating, and reporting of quality and utilization data within the program.
- Responsible for performance management with staff: establish and identify their performance objectives, professional development goals and the strategies to facilitate continual growth; provides re-instruction, discipline, and termination of staff as required.
- Contribute to innovative resource allocation that supports rapid response to changing service requirements and revenue generating possibilities.
- Assist the program to meet the fiscal operational targets.

4. **Other Functions:**

- Assumes the role of the Acting Director of Wellbeing as assigned.
- Provides support to the Six Nations Emergency Response Plan by ensuring awareness of the plan and assistance as instructed by the Director of Wellbeing

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- Participates in and provides support to the Accreditation process as required.
- Other duties as assigned or deemed necessary as it relates to the position.
- It is the responsibility of the employee to be aware of and adhere to all policies and procedures, including those that relate to client safety, staff safety and risk management.

WORKING CONDITIONS:

Position may be subject to mental stress; requires travel; requires extensive interactions with the department staff and the public, who at times may be hostile or irate.

The position has a high profile, extensive public contact and is subject to consistent deadlines and interruptions.

Work at times will be subject to unscheduled hours and out of office sessions.

WORKING RELATIONSHIPS:

With the Director of Wellbeing

Receives direction, guidance, encouragement; discusses plans and priorities.

With the Wellbeing Senior Management and Health Leadership Teams

Contributes technical support and advice regarding portfolio pressures to guide tactical, administrative and operational priorities and responsibilities required to achieve the vision and mission of the department and organization.

With Program Managers/Supervisors

Provides supervision, guidance, support and encouragement to direct reports; develop implementation plans and monitor program priorities.

With Other Staff

Maintains professionalism, co-operation and provides operational guidance for all staff respecting lines of authority.

With External Agencies

Represents and promotes Six Nations interests relative to Wellbeing; maintains awareness of legislative policy and program changes; seeks to develop and maintain working relationships.

With the Public

Represents and promotes the Wellbeing interests of Six Nations; develops positive working relationships with individuals, families and leaders of the Six Nations Community; works in a courteous, co-operative positive and proactive manner, provides information and advice.

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KNOWLEDGE AND SKILLS:

Minimum Requirements:

- University graduate or postgraduate degree in Health Sciences or related field or equivalent combination of experience and education.
- Demonstrated strong working knowledge and understanding of primary care and clinical care requirements and issues in a First Nations Community.
- Health Care Professional in good standing with his/her respective College.
- Experience in leading change, building high-functioning teams and effective-working relationships.
- Skills in strategic planning, project management and effective resource management and utilization.
- Demonstrated ability to contribute to the development and implementation of innovative solutions.
- Working knowledge of governmental policies, programs, services and procedures at the Federal, Provincial and Regional levels relative to the delivery of Wellbeing.
- Minimum of three years' professional managerial experience.
- Evidence of lifelong learning & professional development.
- Comprehensive knowledge of standards of care, professional standards, best practice, evidence-informed decision making, legislative requirements, risk management and quality improvement.
- Demonstrated fiscally responsible experience managing multiple budgets.

Other Related Competencies:

- Demonstrates ethical practice.
- Demonstrated excellence in communication both written and verbal.
- Demonstrated conflict management skills, project management, continuous quality improvement and change management.
- Excellent critical thinking/decision making knowledge & skills, program design, development.
- Able to prioritize and manage multiple priorities effectively.
- Strong computer/technology skills.
- Able to work independently, meet timelines, work within and lead a team, strong organizational skills.
- Creative, innovative and flexible.
- Demonstrated experience in a First Nations Community.

IMPACT OF ERROR:

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Errors in judgment, a lack of professionalism and errors in the conduct of duties will lead to loss of credibility, poor public relation, confusion, duplication of effort and misinformation being given to the Director of Wellbeing, Six Nations of the Grand River Wellbeing Committee, Six Nations Elected Council, Government Agencies and the public.

Impact of error can result in legal liability and/or financial loss to self and/or Six Nations Elected Council.

CONTROL:

Works within the guiding principles set by the Director of Wellbeing and all administrative policies and procedures established by the Six Nations Elected Council for the Wellbeing department and other legislation provided by the respective government agencies.