Position Summary

The Office Manager will be responsible for the day to day office management of the Bighorn Primary Care Network (BHPCN) and will report directly to the Executive Director. The Office Manager will be responsible for general HR duties including managing leave and performance.

Examples of Major Duties & Responsibilities:

- Coordinates and provides leadership in the daily operation of the clinic:
  - Establishes and maintains a high standard of safe, efficient and effective patient care
  - Serves as a liaison between physicians and staff
  - Coordinates clinic schedule including staff/physician availability and clinic room utilization
  - Works to solve EMR related issues as they arise
  - Ensures clinic rooms have the necessary supplies and meet infection control standards
  - Reports on issues or opportunities that may affect the success of the clinic
  - Monitors indicators and recommends changes in operating procedures and processes
  - Holds monthly staff meetings to seek staff input on issues, resolving issues via consensus and to share information, informing staff of changes to routine, policy and procedure
  - Developing customized work processes for improved patient care using principles of advanced access, panel management
  - Mentoring and coaching clinic staff to implement new/redesigned processes
  - Supporting efforts to maximize the use of the EMR/or other documentation system in identifying patients who require care intervention, care coordination or preventive health screening
  - Collecting standard reports on progress and spreading the initiative to other practices within the PCN
  - May be required to engage & develop relationships with primary health care teams and family physicians to outline the initiative advantages and processes
  - Assist teams to achieve goals through facilitation, problem solving, decision making and conflict management skills
  - Support ongoing team meetings, reinforcing initiative purpose, methodologies and concepts
  - Assist teams in identifying roles of each that will promote efficiency and maximize care delivery to patients reached through the initiative
  - Facilitate strategies that will enable teams to gather data and share outcome and process measures
  - Promote knowledge transfer related to tests of change
• Undertakes risk management, quality assurance and utilization activities:
  • Operates as the health and safety “Champion” for the clinic (check safety equipment monthly, monitor and report safety issues or potential issues to management, record/label/supplies according to WHIMIS requirements/standards)
  • Maintains Occupational Health & Safety Standards and ensures appropriate audits are conducted and deficiencies are corrected
  • Evaluates and assesses processes to increase quality, efficiency and effectiveness of the clinic
  • Supports staff in the implementation of quality improvement methodologies
  • Identifies issues that may cause an element of risk to staff and patients and develops an action plan for potential resolution
  • Ensures staffs are trained in emergency situations such as fire, disaster, etc.
  • Investigates and reviews accidents and unusual incident reports and provides follow-up, including recommendations for changes to policies and procedures
  • Ensures all instruments, equipment and supplies are adequately maintained and working effectively
  • Oversees supply management (including medications) through regular review and documentation of inventory levels and expiration dates

• Promotes and models excellence in human resource management practices:
  • Assists in the development of orientation and education manuals for the clinic
  • Ensures all staff are properly orientated to the clinic
  • Ensures continued competency and certification of staff
  • Identifies training needs and recommends staff development initiatives
  • Investigates and facilitates resolution of disputes arising from within the clinic

Required Skills & Abilities:

• Fluency in English (verbal and written)
• Excellent communication and interpersonal skills
• Proficiency in the use of computers and office equipment
• Ability to efficiently use electronic medical record software
• Demonstrated supervisory and human resource management skills
• Ability to engender a co-operative work environment and spirit
• Ability to organize time and resources effectively
• Ability to analyze concerns or problems arising from the daily operation and problem solve accordingly
• Strong commitment to the maintenance and improvement of the health outcomes
• Evidence of commitment to foster professional growth and effectiveness of clinic personnel
• Evidence of principle-based decision-making
Office Manager
Part-Time Fixed-Term Contract Position

Education / Experience

- Diverse education and training backgrounds will be considered
- Some post-secondary training or high school diploma and equivalent employment experience
- Minimum of 2 years of supervisory experience
- Previous experience with electronic medical records required
- Previous experience coordinating clinical operations in a family practice or similar clinical setting

To apply for this position, email your cover letter, resume, and professional references to careers@bighornpcn.com. You can also apply in person at 138 Athabasca Avenue Hinton, AB T7Z 2A4

The Bighorn PCN thanks you for your interest in this position, however, only those selected for an interview will be contacted.