

Algoma

Nurse Practitioner-Led Clinic

Job Description – Administrative Lead

Revised Date: March 2017
Reports to: Board of Directors
Position: 1 Full Time Equivalent

SUMMARY

The Administrative Lead provides executive leadership for the Clinic, liaison with and reporting to the project funder, Ministry of Health and Long Term Care and liaison with other health and social services in the community. The Administrative Lead in a collaborative role with the Nurse Practitioner Lead is accountable to the Board of Directors for the overall operation of the clinic. The Administrative Lead collaborates with the team to create an environment that provides clients with the best care.

QUALIFICATIONS

- Bachelor's Degree in healthcare administration, business administration, or a similar field; master degree an asset
- A minimum of five years of successful experience in health care administration that includes supervision of administrative and health care professionals. Experience in setting up an office or clinic is an asset.
- Demonstrated ability to maintain successful working relationships; ability to meet and interact with people in a pleasant, professional, and reassuring manner, both in person and on the telephone
- Proficiency in English required and additional proficiency in French would be an asset.
- Ability to work a flexible schedule

SCOPE

The Administrative Lead is the primary point of contact in all legal and financial matters related to the Clinic. She/he is responsible to ensure compliance with all legal and legislative matters and represents the Clinic in all negotiations with the Ministry, financial institutions, the landlord and insurance company. The Administrative Lead directly supervises the administrative positions, and collaborates with the NP-Lead in overseeing the clinic Health Professionals.

SKILLS AND ABILITIES

- Knowledge and skill in the preparation of budgets and monitoring financial performance against the budget
- Knowledge of the legislation, regulations, policies, and procedures governing the Clinic
- Knowledge of and skill in the application of leadership techniques
- Proven ability to motivate and inspire staff to achieve excellence
- Skill in analytical problem solving and seeking innovative solutions
- Skill in the principle and practices of effective interpersonal communication and the ability to maintain cooperative relationships with others
- Ability to coordinate multiple tasks efficiently
- Superior leadership, organization, research, evaluation, time management, communication and interpersonal skills

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- Proficiency in the use of computers, particularly in Microsoft Word, Excel, and Outlook; experience with EMR would be an asset
- Desire and ability to update knowledge and skills through various means including technology-based opportunities, courses, workshops and conferences
- Ability to be open-minded and non-judgmental
- Demonstrated ability to welcome change and manage it innovatively.

DUTIES AND RESPONSIBILITIES

- Collaborate with the NP Lead and multidisciplinary team to plan, organize, implement and evaluate the delivery of health care services within the Clinic.
- Collaborate with the Board of Directors and NP-Lead to establish and maintain standards for the provision of health care services and evaluation systems to monitor the quality of health care given to clients.
- Work in collaboration with the NP Lead in developing, implementing, and evaluating agency policies, procedures, and operations.
- Ensure clinic services comply with legislation, regulations and policy and procedures.
- Collaborate with the NP Lead to develop and implement plans to assess clients' needs and new programs to meet those needs.
- Monitor the needs for and finds resources for new material, equipment and human resources.
- Recruit and recommend staff for the Clinic in collaboration with the NP Lead; Staffing recommendations are presented to the Board of Directors for approval.
- Prepare and monitor the Clinic budget to ensure compliance with Ministry funding.
- Represent the Clinic along with the NP Lead at meetings with government officials, the public, the media and other organizations.
- In collaboration with the NP Lead monitors the use of services to ensure effective and efficient use of resources; develops and implements a process for evaluating and reporting on the performance of the Clinic.
- Prepares regular reports on Clinic activity for staff, Board of Directors and the Ministry
- Ensure compliance with business and operational plans
- Guide and support the quality improvement program of the Clinic
- Prepare the Clinic's annual report in accordance with the Ministry template
- Attend all meetings of the Board of Directors and provide support as required
- Work closely with the NP Lead to investigate and resolve complaints from clients and staff; report all complaints to the Board of Directors Executive Committee.
- Ensure measures are implemented to ensure adequate security of clinic equipment, including medical and technical equipment and EMR data.
- Prioritize a wide range of job activities with accuracy and speed.
- Demonstrate respect and attentiveness to the clients and other team members.
- Demonstrate professionalism in mannerisms, attire, and responses to stressful situations.
- Identify errors; take and report corrective action promptly and effectively.
- Foster teamwork and commitment to excellence in the provision of client-focused care.
- Protect his/her own health and the health of others by adopting safe work practices, reporting unsafe conditions immediately, and following guidelines as legislated under the Ontario Occupational Health and Safety Act.

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POSITION REQUIREMENTS

The work environment is in a private office that is well-lit, ventilated and furnished ergonomically. Typically the incumbent sits at a desk or table; occasionally walks, stands, or stoops.

Hours of Work

The normal hours of work will be 37.5 hours per week but due to the leadership responsibilities of the position additional hours and flexibility will be required.