



JOB TITLE: Clinical Services Manager, Peer Pathways, Real-Time Virtual Support

Job Summary

Working within an innovative and growing virtual team-based care environment, the Clinical Services Manager is responsible for the effective and efficient clinical service functioning, including leadership and oversight of the Real-Time Virtual Support Peer Pathways held by RCCbc. Following the success of our first three years of service provision, the Clinical Services Manager will provide strong, creative, relational, and progressive leadership to the growing team as we continue to stabilize and expand both our existing services, as well as explore adding new clinical services to meet community needs.

In accordance with the established vision and values of the organization, the Clinical Services Manager will receive work direction from the Networks Director and will report directly to the Executive Director, Operations.

Project Summary

The Peer Pathways of the Real-Time Virtual Support Program were intentionally created and operationalized to support the most vulnerable communities and providers in our province. The 24/7 virtually enabled peer support pathways provide immediate unencumbered access to support rural healthcare providers, irrespective of the remoteness of where they find themselves. The pathways assist a full spectrum of front-line emergency health care providers including nurses, nurse practitioners, registered midwives, family physicians and specialists. They operate in the well-received spirit of "phone a friend". Additionally, RTVS peer support virtual physicians help to build capacity in community through supporting simulations, PRA-BC & physicians new to rural practice and UBC Family Practice second-year residents transitioning to rural practice.

Network Summary

The Rural Coordination Centre of BC (RCCbc) mission is to promote improvement in the health status of people living in the rural communities of British Columbia. The RCCbc serves as a strategic forum that facilitates discussions between Partnership Pentagram Plus (Health Administrators, Policy Makers, Rural Communities, Linked Sectors, Academia and Health Providers) on coordination of rural healthcare services, improvement of effective collaboration, network partnership and leadership and to promote understanding of rural health challenges and opportunities.

KEY DUTIES AND RESPONSIBILITIES

1. Leads, plans, develops, implements, and evaluates new or redesigned workforce plans, services and programs to support clinical improvement and service expansion priorities while ensuring alignment with other program operations and evidence-based practice protocols; incorporates change methodologies into the redesign of existing programs to transform service delivery, culture, and system structure when/where needed.
2. Supports the design, implementation, and ongoing quality improvement of a culturally safe, sustainable, and successful team-based care service model that integrates a two-eyed seeing approach for the RTVS Peer Pathways. This may include, but is not limited to collaboratively developing, evaluating, and refining team communication, leading regular team meetings or huddles and associated follow up, and developing and managing effective team workflows.
3. Communicates program strategic direction incorporating the RCCbc and RTVS program vision, values and ensures integration into practice by team members.
4. Leads development, implementation, management, and ongoing quality improvement of systems and processes to monitor and manage quality performance, critical incidents, and end-user feedback or complaints. Supports our physician leadership in response to complaints and incidents with respect and privacy, and facilitates debriefing processes as needed.
5. Supports the development, monitoring, and analysis of key performance indicators by acting as a resource in the application of quality improvement knowledge and expertise to the program.
6. Plans, manages, and evaluates clinical service operations including scheduling for planned absences, responding to unplanned absences, workload and performance monitoring and evaluation, and creating overarching clinical service delivery schedules and staff rotations based on operational requirements.
7. With other team members, co-manage accounts and access for MOIS, the electronic medical record (EMR). As relevant to each clinical role, manage clinical staff accounts and access for applications including, but not limited to Pharmanet, Care Connect, SRFax, Teams, and Zoom. Act as an expert resource for training, troubleshooting and coaching for clinical staff in MOIS and applications.
8. Support clinical record management and documentation practices that meet and exceed standards. This may include education and training on best documentation practice, chart audits, quality improvement and performance management.
9. Performs full scope of people management activities to support Physician Leadership of peer pathways. Provides work direction and oversight of the staff team.
10. Supports and coordinates staff team development, contributing to learning plans and development.
11. Establishes and maintains an effective working relationship and ongoing communications with the RTVS peer pathway Physician Leads, team, and providers; leadership of other RTVS

pathways held by FNHA and HLBC; and leadership of the Ministry of Health teams supporting RTVS.

12. Supports the development and management of the program budget to complement strategic directions within existing fiscal constraints. Completes required reporting.
13. Identifies issues affecting clinical service and workflow implementation, and coordinates information from multiple sources to analyze and form a comprehensive perspective in order to revise goals and plans to reflect changing priorities. Presents options and recommendations to Peer Pathway Physician Leads and Networks Director and supports implementation of solutions.
14. Participates in the development, evaluation and refinement of tools and methods to improve efficiencies and effectiveness in service delivery, including clinical guidelines, policies, and standard procedures. Ensures clarification of roles, adherence to accreditation, regulation, and practice standards, and safe delivery of care.
15. Collaborates with internal and external stakeholders to exchange knowledge, and develop, manage and evaluate clinical programs considering cultural safety, client needs, service delivery interrelationships and service potential within a complex environment.
16. Works closely and collaboratively with the RTVS Peer Pathway team, including the Virtual Pathway Physician Leads, to ensure clinical and non-clinical operations are working as an integrated and synergistic whole.
17. Ensures the Physician Lead, Virtual Care and Networks Director is informed and aware of significant risks, events and activities in the areas of responsibility.
18. Performs other related duties as assigned.
19. Travel as needed.

PREFERRED QUALIFICATIONS

Education, Training and Experience

- Clinical bachelor's degree, or medical professional certification (ex. Bachelor of Nursing, EMT); A Master's Degree in a relevant field (e.g. health administration, nursing, etc.), or an equivalent combination of education, training and experience is an asset
- Demonstrated commitment to valuing diversity and contributing to an inclusive working and learning environment
- 6-8 years of experience in working in a clinical setting, including 4-5 years of experience in a direct progressive supervisory/leadership capacity.
- Experience working with First Nations people and communities and providing culturally safe care
- Experience in emergency, maternity, pediatric, internal medicine and/or critical care is an asset

COMPETENCIES AND SKILLS

- Excellent communication skills including the ability to facilitate, negotiate, and partner with others both internal and external to the organization
- Demonstrated knowledge and ability to work with diverse populations, incorporating diverse perspectives, values, and approaches into planning
- Excellent interpersonal skills, advanced written and verbal communication, pro-active problem-solving abilities, and a well-demonstrated ability to work with others as part of an interdisciplinary team
- In-depth knowledge of project management concepts, methods, practices, and tools
- Project management skills and ability to provide leadership to others in a team setting
- Exceptional attention to detail and an advanced ability to organize information and multi-task/prioritize in a busy environment
- Flexibility and willingness to travel to rural sites across the province
- Highly proficient with databases, MS Office (particularly Word, Excel, and PowerPoint), email, and the internet
- Ability to orchestrate multiple activities at once to accomplish results
- Ability to effectively present and clarify requirements, and gain support for expectations, ideas, and concepts with various audiences/stakeholders
- Ability to create and achieve results by engaging and influencing individual, group, or departmental goals
- Ability to inspire and guide individuals toward goal achievement
- Ability to effectively explore alternatives in order to make appropriate decisions
- Sound understanding of culturally safe and trauma-informed approaches to practice. Understanding of own intersectionality, power, privilege, and how these concepts may impact own work and perspectives. Familiarity with the Declaration of the Rights of Indigenous Peoples Act (BC), the recommendations from the Truth and Reconciliation Commission, the “In Plain Sight” report, the national inquiry into Missing and Murdered Indigenous Women and Girls, and the impacts of these on health, health care and health care design for Indigenous people. Commitment and curiosity to applying a two-eyed seeing approach to balance western and Traditional Indigenous worldviews in practice.

DEI Statement

RCCbc welcomes and encourages applications from equity deserving groups and diverse experiences including, but not limited to, Indigenous people, racialized people, people with disabilities, and members of the 2S/LGBTQIA+ community. We are an equal opportunity employer and our employees are people with different strengths, experiences and backgrounds, who share a passion for improving people's lives. Diversity not only includes race and gender identity, but also age, disability status,



veteran status, sexual orientation, religion and many other parts of one's identity. All of our employee's points of view are key to our success, and inclusion is everyone's responsibility.

If there are any barriers that you are experiencing or require an accommodation that we can provide to support you through the application process, please reach out to us at careers@rccbc.ca.

Salary: \$85,000 to \$100,000

This is a 1.0 FTE position + part of a team providing after hours on-call coverage.

Location: Individual/applicant must reside in British Columbia. Node Office: hybrid or remote option dependent upon location.

Please send cover letter and resume to careers@rccbc.ca

Thank you for your interest, only those selected for an interview will be contacted.