

JOB POSTING

CLINIC MANAGER

Job Title: CLINIC MANAGER

Annual Salary: \$29.00 - \$34.00 per hour

Status: 1.0 FTE

Location: EFry Health Services Society, Surrey

Posting #: 23-013

Schedule: Monday – Friday

Start Date: January 2024

ABOUT EFRY HEALTH SERVICES SOCIETY:

The EFry Health Centre was established to provide marginalized women and children with continuous healthcare and essential support services, aiming to help them build stable and secure lives. Many of the center's patients live in severe poverty and face complex physical and mental health challenges that often go unaddressed due to limited access to healthcare beyond emergencies and inability to afford basic medications and treatments.

The health center offers a comprehensive and integrated approach to healthcare, tailored to the specific needs of vulnerable women and children. It provides holistic, gender-sensitive, trauma-informed, and culturally safe healthcare services, along with easy access to various programs, including shelter support, substance use recovery, job training, healthy child development, and more, all offered by EFry.

Patients at the EFry Health Centre experience care in a respectful and judgment-free environment, thanks to its collaborative team-based approach that ensures seamless and positive experiences.

To support marginalized women and children in building stable lives and a healthy future, the health center employs an innovative approach, offering team-based primary care, mental wellness support, medical exercise, physiotherapy, occupational therapy, nutrition, dentistry from UBC Faculty of Dentistry, and other healthcare services, all available under one roof. Additionally, patients seeking help in other aspects of stable living can access the programs and services provided by the Elizabeth Fry Society of Greater Vancouver (EFry) and connect with other community-based support systems.

The EFry Health Services Society is currently seeking a Clinic Manager (CM) (1.0 FTE). The Clinic Manager plays a crucial role within the EFry Health Services Society. They report directly to the Executive Director and are entrusted with overseeing the day-to-day operations of the health centre while ensuring the highest level of patient-centered care. Their responsibilities encompass leadership and guidance across various areas, including operations, management, resource utilization, risk management, and quality improvement within the health centre.

The Clinic Manager actively applies management theories and concepts to lead, staff, monitor, evaluate, and gather relevant data, including the development of outcome measures specific to the health centre's performance. They are responsible for efficiently and effectively utilizing approved physical, financial, and human resources to maintain the health centre's smooth functioning.

Furthermore, the Clinic Manager takes on the crucial task of guiding and coordinating all activities and building process within the health centre in alignment with the care model and professional standards. By doing so, they ensure that the highest quality of care is consistently provided to patients and providers and staff are working within their scope and satisfied.

As a key member of the EFry Health Services Society, the Clinic Manager also plays a supportive role in advancing the organization's goals and strategic direction. Their accountability extends to contributing to the overall success and progress of the society as a whole.

EHSS is dedicated to upholding the principles outlined in the Canadian Human Rights Act and the British Columbia's Human Rights Code. The organization is committed to fostering an inclusive and equitable organizational culture that embraces diversity, inclusion, and belonging, supporting the thriving and full engagement of individuals from various racial and ethnic backgrounds, indigenous communities, nationalities, socioeconomic statuses, sexual orientations, gender identities/expressions, and physical and mental abilities.

QUALIFICATIONS:

- Bachelors Degree in a health related field
- A minimum of five years recent, related clinical experience, including two years in a leadership role.
- **Or** an equivalent combination of education, training and experience.
- Proven experience with budgeting, bookkeeping practices, reporting and invoicing activities
- Strong computer literacy and associated skill sets
- High level understanding of an integrated, team-based health care model
- Experience working with the marginalized, vulnerable populations, struggling with addiction, or various mental health challenges is an asset
- 2 years of experience with service evaluation and quality assurance processes and the ability to monitor process for quality and efficiency
- Ability to manage large task volume and competing priorities
- Ability to meet timelines and production of reports
- Ability to collect, review, present and disseminate report data
- Excellent written and oral communication skills
- Strong conflict management and conflict resolution skills
- Proven proficiency in mentoring and coaching of staff

EFry Health Centre is an equity-seeking organization. Applications are encouraged from qualified women, Indigenous, Black, People of Colour, LGBTQ2S+ individuals, people with disabilities and other marginalized groups.

Interested candidates must submit a cover letter and resume to hr@EFryHealth.ca with the **subject line 23-013**. The position will remain open until filled.

To view all positions at the Elizabeth Fry Health Centre, please visit www.EFryHealth.ca. A comprehensive job description will be provided to shortlisted candidates.

We thank all applicants for their interest in this opportunity; however, only those selected for an interview will be contacted.