**Primary Care Network (PCN) Manager**

**Purpose:** The PCN Manager is the senior lead for the PCN and is responsible for overseeing all administrative and operational activities of the PCN.

The overall role of the PCN Manager is to lead the direction set by the PCN Local Leadership Tables (LLTs) and PCN Steering Committee (PCN SC), ensuring the implementation of the PCN's business plan and oversight of the PCN's daily operations.

This role is accountable to the partners of the PCN through the LLT and reports operationally to the LLT through the Chair and its members and administratively to the Director, PCN & PMH initiatives.

**Key Accountabilities**

The specific responsibilities of the PCN Manager include, but are not limited to:

**Leadership & Strategic Development:**

•Help define the purpose and vision of the PCN with the LLT. Then implement, and communicate it, within the organization ensuring all programs and services link, and support, the purpose of the PCN.

•Support the work of the LLT to help them achieve their purpose of effective oversight of the PCN providing strategic options, sound advice, briefings and recommendations.

•Proactive in policy and program development making recommendations in areas of opportunity and continuous improvement.

•Remain grounded in the present (next one to two years), but keep the focus further out (five years); continually strive to achieve the objective of being the PCN that sets the standard for all others in the province.

•Help orient the LLT and assist to lead the strategic planning process; guide and oversee the development of subsequent business plans.

**Business Development & Implementation:**

•Implement the business plan and the direction provided by the LLT.

•Ensure a fluid and dynamic organization is in place to react to the priority needs of the physicians and key stakeholders.

•Ensure appropriate and effective evaluation is done on all key programs of the PCN so value is assessed on a tangible, quantitative basis; ensure an evidence-based culture is maintained.

•Develop policy, procedures and practices that support and ensure effective organizational management and program delivery.

•Participate and support all committees of the LLT as appropriate.

•Ensure a continuous improvement culture exists with quality assurance and risk management strategies in place to guide and protect PCN operations.

•Adhere to applicable legislation including, but not limited to, the Health Information Act, Freedom of Information Act, Occupational Health and Safety and the Employment Standards Code. Act as, or ensure appropriate delegation for the role of Privacy Officer for the PCN.

•Anticipate, identify and work to minimize risk to the organization.

•Address stakeholder issues and concerns.

•Ensure all external and financial reporting requirements to key stakeholders are met.

**Clinical Management & Oversight of PCN Clinical Services:**

•The PCN Manager ensures services lines and initiatives in the PCN run smoothly, effectively and at a high quality.

•Oversee day-to-day activities of the PCN funded allied health and nursing staff positions. Health Authority continues to oversee administrative duties for allied health and nursing staff.

•Delegate responsibility, with appropriate oversight and accountability, for day-to-day operation of the PCN to the management team, which includes a co-management model with the HA Administrative PCN Manger for Allied Health and Nursing staff.

•Ensures clinical integration of service lines with neighbouring PCNs.

**Human Resource Management of PCN Staff:**

•Uphold and model the core values of the PCN.

•Build a high performing staff team; ensure a culture of effective collaboration throughout the organization.

•Cultivate a learning culture and one that utilizes the strengths of each individual as much as possible.

•Strive for high retention and low turnover.

•Oversight of appropriate effective disciplinary and termination processes for non-clinical staff.

•Ensure that relevant policies, procedures, guidelines and benefits are in place to ensure staff are treated fairly, with dignity and respect at all times.

•Coach and mentor direct reports, providing regular and consistent feedback as well as conducting an annual performance review; define and support succession planning for all leadership roles.

**Financial & Legal Management:**

•Ensure a strong and well managed financial system with appropriate controls in place; continuously improve the PCN's financial management in accordance with the approved budget, including associated policies and procedures (spending authority, payment processes, movement of funds, etc.) as well as a strong, respectful relationship with auditors.

•Ensure all resources are managed appropriately, prudently and responsibly, as well as ensuring appropriate cash flow and if relevant, investments.

•Act ethically in all financial matters ensuring public trust is never jeopardized, particularly with regards to any payments made to the PCN Manager (i.e. ensuring appropriate supporting documentation and approvals are in place in all circumstances).

•Complete, and manage, all grant applications and look for additional, appropriate sources of funding.

•Ensure that appropriate insurance and security measures are in place to protect the PCN from liability and theft.

•Liaise legal counsel to ensure that all legal issues are identified and addressed as necessary (contract development, due process, corporation resolutions, human resource concerns, etc.).

**Communication & Advocacy:**

•Ensure communication with partners is consistent, effective, relevant and appropriate.

•Works closely with the Division to ensure communication with physicians in the PCN is consistent, effective, relevant and appropriate.

•Ensure that appropriate and effective communication is in place with other key stakeholders such as Fraser Health Authority, community partners and all external communication to the general public.

•Promote the success and value of the PCN to major decision makers and stakeholders including Members of the Legislative Assembly (MLAs) and other government officials and public servants, and so on.

•Represent the PCN where appropriate and advocate on its behalf when necessary (particularly with stakeholders in AH, AHS and the AMA).

**Collaboration & Integration:**

•Enhance relationships with stakeholders and influencers, particularly with others in the health and wellness sector.

•Participate as non-voting member of the PCN Steering Committee; take on an appropriate share of the workload on various working groups.

•Member of the Network of PCN Managers.

•As time allows, volunteer to represent the PCN on various provincial committees.

•Supports the PMH activities of the PCN, including the physician networks as appropriate.

•This role has one-two direct reports and a number of reporting relationships with various consultants/contractors.

•This role has a co-management reporting relationship for all PCN allied health and nursing staff, with a focus on oversight of day-to-day operations.

•This role is accountable to the LLTs through the Chair and its members, and indirectly to the members of the PCN SC.

•This position reports administratively to the DFP Director, PCN and PMH Initiatives.