***PCN Manager Sample Job Description***

*Close working relationships will be necessary between the local Division of Family Practice leadership, health authority leadership and the PCN Manager as the scope of work is intertwined. Each PCN Steering Committee will tailor this job description to ensure the best use of finite resources within their community.*

**POSITION: Primary Care Network Manager**

**LOCATION: [complete as necessary]**

**REPORTS TO: PCN Steering Committee**

**POSITION SUMMARY:**

The Primary Care Network (PCN) Manager is responsible for operationalizing the development of the British Columbia Ministry of Health’s Primary Care Network Initiative within [region]. This includes working with the local division of family practice, health authority staff, Patient Medical Home (PMH) programs/services, primary care providers (including Fee for Service Physicians), and community agencies/organizations in development of the PCN as follows:

* project management of approved PCN projects and initiatives;
* engagement of health care providers, First Nations and communities in the PCN;
* development of PCN Service Plan proposal and reporting submissions to the Ministry of Health;
* promotes PSP supports, such as panel management and advanced access training for providers;
* establishes evaluation processes, including working with existing PMH evaluation frameworks; and,
* leads work required by the PCN Steering Committee for PCNH implementation.

The PCN Manager will report to the PCN Steering Committee co-chairs and will work with the community’s interdisciplinary providers in a collaborative practice model towards the achievement of the attributes of the PCN. The position also functions in a manner that supports the mission, vision, values, policies/procedures, and strategic priorities of the PCN and PMH.

**QUALIFICATIONS:**

* Post-secondary degree in a health related discipline. Master’s degree in a relevant health or administrative field preferred. Experience in community development will be considered an asset. Other combinations of education and experience may be considered on a case-by-case basis.
* Current professional registration/licensure as applicable.
* A minimum of five (5) years previous collaborative and distributed leadership experience in health care setting.
* Previous Lean process improvement training an asset.
* Demonstrated experience in integrated service delivery design, project management, implementation and evaluation.
* Demonstrated knowledge of the principles of Primary Health Care, Population Health, and Health Promotion and the attributes of a Primary Care Network and Patient Medical Home.
* Knowledge or experience with electronic health solutions (i.e. EMR, electronic health records), with demonstrated ability to function in a computerized environment.
* Demonstrated collaborative and distributed leadership and supervisory ability.
* Demonstrated listening, written and oral communication skills.
* Demonstrated facilitation ability including the ability to bring diverse perspectives together to reach consensus in support of common agendas.
* Demonstrated experience in employee and labour relations.
* Demonstrated experience in initiating changes and improvements, including skills in workplace re-engineering within a Quality Improvement (QI) environment.
* Ability to prioritize in a changing environment.
* Sensitivity to the human and political dynamics of health care management and system change.
* Strong organizational, decision making and problem solving skills.
* Demonstrated ability to develop Policy & Procedures.
* Ability to display independent judgment.
* Ability to respect and promote a culturally diverse population.
* Ability to respect and promote confidentiality.
* Ability to perform the duties of the position on a regular basis.

**Note: This position is subject to a current Criminal Record Check, Child Abuse Registry Check and Adult Abuse Registry Check.**

**RESPONSIBILITY:**

**Overview**:

1. Provides overall project leadership for the implementation of the Primary Care initiative within the [Name] PCN, which includes working with divisions of family practice, health authority staff, PMH programs/services, physicians, primary care providers such as nurse practitioners, community agencies, and other stakeholders to operationalize direction from the PCN Steering Committee.
2. Establishes operational procedures/resources as required to ensure consistent practice across regional PCN(s).
3. Accountable to ensure the Ministry of Health deliverables for the funding are being achieved.
4. Works with the division of family practice and other local groups to facilitate engagement of physicians and other community members in participating in the PCN.
5. Project Management that includes proposal development, establishing the governance structure and operational plan, identifying and managing the operating budget (including resource allocation), developing an implementation plan, evaluation and reporting.
6. Assists in the selection and monitoring of performance indicators at the local level. Prepares reports as requested.
7. Participates in identifying opportunities for improvement in processes to facilitate access and improved quality of care for populations served by the PCN.
8. Participates in the recruitment, selection, and orientation of PCN staff as required.
9. Promotes positive communications and collaborative practice to improve efficiencies and works with team to resolve conflict as required.
10. Develops communication strategies to inform providers of resources available within the team and to inform the public about the PCN.
11. Other sundry duties as assigned.