Project Manager - Neighborhood Networks

**Job Posting:** Project Manager - Neighborhood Networks

**Job Details:** contract position

**FTE:** 1.0 FTE (40 hours/week) contract through March 31, 2016

**Organization**

The Divisions of Family Practice is an innovation in health care in B.C., designed to support and advocate for family physicians, increase primary health care capacity and improve patient health outcomes. The Richmond Division of Family Practice is a non-profit society governed by a Board of directors with membership comprised of 135 family physicians in Richmond. More information about our organization can be found at [www.divisionsbc.ca/richmond](file:///C:\Users\alh\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\5WYRHS6X\www.divisionsbc.ca\richmond).

**Project**

The Richmond Division is taking part in a province-wide initiative called A GP for Me/Attachment. The goals of the A GP for Me (Attachment) initiative are:

1) Confirming and strengthening the relationship between family physicians and patients, including better support for the needs of vulnerable patients

2) Enabling patients who want a family doctor to find one

3) Increasing the capacity of the local primary health care system

The A GP for Me initiative supports the Richmond Division’s ultimate goal of delivering and sustaining full spectrum local health care that is responsive and reflective of the Richmond community.

This initiative in turn clearly supports the Ministry of Health, Doctors of BC and Division’s commitment to the *Triple Aim* by building a more sustainable local health system while improving experiences for patients and family physicians, ultimately contributing to better health outcomes for Richmond residents.

The A GP for Me initiative’s implementation phase will run from February 2015 through March 31, 2016. The Project Manager - Neighborhood Networks will be responsible for coordinating our Neighborhood Network strategy, one strategy of five that is being developed to strengthen our GP community and to meet the needs of Richmond residents.

**The Responsibility**

The Project Manager - Neighborhood Networks will report to the Board of Directors through the Executive Director. Core duties and responsibilities include leading and organizing the Neighborhood Networks project, implementing all activities as outlined in the work plan and providing appropriate and timely communications to project stakeholders. The Project Manager will also look to identify and address gaps, barriers and risks and capitalize on strengths and emerging opportunities. Experience in working with community-based family physicians as well as health authority led services and programs are core to the success of this role.

The Neighborhood Networks project is comprised of two components:

**Phase One**- a four-month feasibility study that builds on partnerships with VCH home and community care, public health, mental health and palliative care programs that will “wrap around” clusters of GPs based in a geographic area of practice. There will be significant consultation with community GPs in Richmond and the development of a business case and functional plan for implementation.

**Phase Two**- the concept of Neighborhood Networks will be trialed in two neighborhoods.

Some examples of the types of activities the Project Manager will be accountable for include, but are not limited to:

* Ensuring the Neighborhood Networks project consistently supports the strategic goals and organizational plans for the Division and meets all project activities and deliverables
* Identifying, engaging and supporting the work of the key stakeholders throughout the process including to help articulate the strengths, gaps, risks and plans for moving forward
* Leading and organizing the Neighborhood Networks Working Group that oversees and provides guidance on the project. The Working Group will meet monthly to review progress reports, project documents and provide strategic direction and assist with problem solving and linkages.
* Conducting an extensive review and stakeholder consultation process to guide the decision-making process regarding Neighborhood Networks in Richmond
* Reviewing existing data collection sources and working with the Data Lead to ensure appropriate data collection and analysis
* Developing a business case that works within the parameters of the fee for service model of physician compensation and builds on health authority led services and programs and the inclusion of allied health professional support for GP groups
* Developing operational and management plans for the trial of the Neighborhood Networks
* Overseeing the implementation of the Neighborhood Networks and use ongoing quality improvement and evaluation techniques throughout the lifespan of the trial
* Liaising closely with the Executive Director, A GP for Me Project Lead, Project Team and members of the Working Group to ensure project development and achievement of deliverables
* Preparing and leading communication strategies to ensure effective consultation and communication with our GPs, VCH-Richmond and all key stakeholders
* Developing strategies for sustainability for the materials and project goals

The Project Manager will work on contract from their home office, attend meetings and perform job-related duties in Richmond as well as attend occasional meetings in Richmond and the Lower Mainland. Attendance at early morning or evening meetings will be required.

The Project Manager will be responsible for ensuring the project consistently supports the strategic goals and organizational plans for the Division. All Richmond “A GP for Me” project activities will be completed by March 31, 2016. The incumbent will hold a valid BC driver’s license and have access to a vehicle.

**Required Qualifications, Skills and Experiences**

* A Bachelor’s degree in Health Services, Business Administration or a related field
* Five years of experience, including experience in leadership and the application of coaching techniques, project management and quality improvement methodologies
* Project Management professional designation considered an asset
* Proven ability to plan, lead and inspire positive change
* Demonstrated ability to work effectively to create integration within primary care and community care settings
* Experience working within or in partnership with health authority led services
* Experience working with multidisciplinary health teams that include GPs and allied health providers
* Demonstrated knowledge of data analysis and evaluation processes in a primary health care setting
* Demonstrated ability to conceptualize, structure, and implement solutions to complex problems
* Demonstrated ability to be innovative, creative, and solution seeking
* Demonstrated ability to manage, plan, implement, organize, and problem solve
* Demonstrated ability to be effective in an environment subject to continuous change
* Working knowledge of local primary care services in Richmond
* Excellent interpersonal and communication skills (verbal, written)
* Excellent time management and organizational skills
* Computer literacy with word-processing, spreadsheet, presentation and project management applications
* Ability to work independently as well as work closely in a supportive capacity with the Executive Director, Project Lead, Administrative Support and other consultants
* Ability to represent the Richmond Division professionally and in accordance with the values and priorities of the organization
* Familiarity with non-profit sector organizational operations is an asset