

Clinic Operations Manager

Location: NE/SE Calgary

Employee Status: Full Time

Reporting To: Director of Clinical Operations

Date Available: Negotiable

Rate of Pay: To commensurate with qualifications and experience

About Us

Mosaic Primary Care Network (PCN) provides a wide range of primary health care services in the northeast and southeast Calgary communities in partnership with a group of family doctors. Our talented interdisciplinary health care teams work together to provide services that best support patient needs.

We want YOU to bring your expertise to our growing team as we continue to develop solutions to meet the needs of our local community. If you have initiative, are resourceful, engage easily in teamwork, and most importantly, want to make a difference in healthcare, we want to hear from you!

Position Summary

The Clinic Operations Manager is responsible for providing primary care clinic leadership and management to the Mosaic Access and Continuity of Care Clinic and the Medical Office Assistants (MOAs). The Clinic Operations Manager coordinates and manages the day-to-day operations of the Access and Continuity of Care Clinics as well as provides leadership and supervision for a team of MOAs located at multiple Mosaic clinics.

Responsibilities

- Responsible and accountable for the operations of Access and Continuity of Care Clinic (ACCESS)
- Provides leadership, supervision and communication to the ACCESS Clinic and MOAs
- Recruitment, orientation and development of LPNs, MOAs and physicians
- Provides strong leaderships, mentoring, and performance evaluation of clinic staff and Mosaic MOAs providing coaching, feedback and direction
- Assures timelines and accuracy of referral management relating to MOAs is adhered to and completed efficiently
- Reviews workflow processes and implements changes as required for efficient clinic operations
- Creates staffing schedules for staff including physicians and ensures coverage during all clinic operating hours
- Through significant interaction with internal and external partners, influences the direction of key initiatives on matters related to the ACCESS Clinic
- Works closely with physicians working at the ACCESS Clinic
- Manages and supervises organizational physician billing
- Participates in the development of clinical procedures and guidelines as required and ensures best clinical procedures are adhered to
- Works closely with the Measurement and Evaluation team and oversees the gathering and analysis of data attached to patient referrals
- Ensures MOAs deliver the best possible customer service to Mosaic patients and staff
- Ensures OHS and workplace safety practices are followed closely

Qualifications

Education and Experience

- Completion of a diploma or certificate in office administration or business administration
- Minimum of 3 to 5 years supervisory or leadership experience in a medical clinic or health care setting
- Experience working in a collaborative manner within a multidisciplinary team including physicians
- A combination of education and experience may be considered
- Billing experience an asset

Knowledge, Skills and Abilities

- Strong organizational, interpersonal and leadership skills
- Advanced working knowledge of EMR's
- Experience in program development, quality improvement and evaluation
- Excellent interpersonal, verbal and written communication skills
- Proficient use of Microsoft Office suite
- Knowledge and/or experience working with a diverse population addressing social determinants of health
- Ability to thrive in a dynamic, evolving environment
- Excellent organization and time management skills, with strong attention to detail and accuracy

Why Mosaic PCN

We provide a competitive benefits package for eligible employees including: comprehensive health and dental coverage, Health Care Spending Account (HCSA) / Taxable Spending Account (TSA), a group RRSP matching program, professional development opportunities, generous vacation and other paid time off, and more!

Conditions of Employment

Successful applicants must provide proof of qualifications and a current police information check (PIC) including vulnerable search at the applicant's expense. The results of the PIC may alter or revoke any offer made by Mosaic PCN.

As travel between clinics is required, a valid driver's license with access to a vehicle in good repair is required.

Resumes should be sent to Glenda.Galger@mosaicpcn.ca by end of day June 11, 2018.

We would like to thank all applicants for their interest and resumes. Please note, only those candidates chosen to proceed through the selection process will be contacted. No phone calls please.