

CLINICAL DIRECTOR JOB DESCRIPTION

Approved By: Executive Director

Effective Date: July 2024
Reviewed Date:

Intent

The Clinical Director oversees and optimizes primary care services, ensuring high quality patient care, efficient operations and adherence to clinical standards. Under the direction of the Executive Director (ED), the Clinical Director oversees the clinical management of designated Timmins Academic Family Health Team (TAFHT) interprofessional health care providers (IHP). The Clinical Director is responsible for the overall program and clinical oversight to assure consistency, integration and continuity in the provision of services across TAFHT and community agencies in alignment with Board, Ontario Health, and provincial strategic priorities. The Clinical Director collaborates with internal and external partners to foster innovation for the development and implementation of primary care core services and care pathways.

Accountability

The Clinical Director position reports directly to the Executive Director (ED).

Supervision

Manage IHP and administrative assistant staff.

DUTIES & RESPONSIBILITIES

Accountability & Supervision:

- Manage IHP's and administrative employees including attendance and performance management.
- Oversee clinical supervision in collaboration with the Clinical Lead, including goal setting, performance management, education, and coaching.
- Achieve results by aligning actions and decisions with the strategic objectives of the TAFHT through performance expectations, in partnership with the Leadership Team.
- Approve and recommend educational opportunities for clinical staff.

Clinical Primary Care Program Delivery

- Implement, monitor and evaluate changes to service delivery to meet community needs based on the recommendations from the Clinical Lead.
- Provide overall program and clinical oversight maintaining and enhancing organizational and program structure to ensure accountability for fulfilling TAFHT's mission and strategic plan.
- Collaborate with internal and external partners, to develop and implement primary care services and pathways.
- Ensure clinical policies and procedures are established and maintained.
- Ensure all clinical operations are integrated and function optimally.
- Manage adherence to practice standards for IHPs and oversee clinical licensing, certification, and audits.
- Communicate changes to clinical service matters to stakeholders.
- Manage clinical services in accordance with legal, security, privacy, health requirements, Board bylaws, and policies.
- Demonstrated knowledge and commitment to the potential of Family Health Teams in the context of primary care transformation and provincial priorities.
- Understands and advocates for utilization of multi-disciplinary clinical roles to optimal scope of practice.
- Develop and foster strong partnerships with stakeholders to optimize healthcare delivery aligned with community needs and strategically plan, promote, and integrate health services, advancing priority system-level initiatives.

Quality Management

- Coordinate, deliver and evaluate effective primary care services according to best practice guidelines and organizational outcome measures.
- Monitor compliance with program outcome measurement targets and develop strategies to improve the quality of care, in collaboration with the team members and stakeholders.
- Ensure continuous quality improvement mechanisms are in place and work collaboratively with the Leadership Team to support quality of care improvement.
- Support the development, monitoring, and reporting of annual program budgets; productivity and quality assurance efforts; risks; contractual requirements; and key performance indicators.
- Communicate effectively to enhance performance across a multidisciplinary team.
- Provide updates to the Executive Director and Board on key clinical service developments (e.g., outcomes, KPIs, risks, strategy implementation/execution, community engagements, and joint agency projects).
- Drive individual and team performance with constant focus on patient experience and outcomes in a performance managed culture.
- Prepare reports and proposals.

Human Resources

- Collaborate with the Director of Finance and Human Resources with recruitment and retention.
- Ensure compliance with agency training requirements for staff.
- Promote, foster, and lead initiatives to improve or maintain a positive, productive work environment culture.
- Lead and influence the organization toward favorable growth via the execution of the Board's strategic direction and policies.
- Provide troubleshooting and crisis management, including facilitating critical incident reviews and staff debriefings as needed.
- Investigate and communicate concerns and incidents to the Executive Director (ex. medication, privacy, patient complaints).
- Complete staff performance reviews with support from the Clinical Lead and Director of Finance and Human Resources.
- Collaborate with union representatives or stewards to ensure compliance with the collective agreement.

Other Responsibilities

- Coordinate closely with Ontario Health for reporting, updates, and requests.
- Engage proactively with professional colleges, Ontario Health, the Association of Family Health Teams of Ontario, and other stakeholders to assess current practices and explore emerging best practices in healthcare.
- Collaborate with partners and agencies to support funding applications for new joint initiatives and projects.
- Foster collaboration among physicians, IHPs, and other care providers.
- Stay abreast of relevant standards, statutory and regulatory requirements, laws, and mandates; advise and provide recommendations.
- Provide coverage for the Leadership Team and is the Privacy Officer for the organization.
- Participate in Board meetings to provide updates, answer questions and provide clinical insights.
- Support Board committees specific to Clinical Services and support Board development and information sharing by arranging education.
- Contribute insights and guidance during the strategic planning process.
- Participate in staff, team and committee meetings as required.
- Support the Clinical Lead in understanding and implementing the TAFHT strategic plan to achieve outcomes.
- Exercise reasonable care and caution in protecting confidential and sensitive information related to patients and personnel.
- Adhere to all TAFHT policies and procedures, including confidentiality, privacy policies, rules and regulations, and Occupational Health & Safety policies and procedures, as per applicable legislation.
- Attend meetings before or after regular working hours, when required.
- Ability to travel within the community and surrounding area regularly.
- Perform other duties as assigned.

CORE COMPETENCIES

- Results focused.

- Self-motivated.
- Decision maker, change manager and committed to conflict resolution.
- Accountable and dependable.
- Leadership, mentoring and coaching.
- Strong problem solving and creative skills.
- Excellent organizational, communication, and interpersonal skills, with networking ability.
- Adaptable and flexible.
- Ability to work independently and as a team member.
- Strong understanding of not-for-profit funded primary health care.
- Ability to work in a demanding environment while maintaining confidentiality and integrity.
- Models a working environment based on mutual trust, respect, understanding, and support.
- Understanding of social determinants of health and its impact on overall patient health.
- Preferably strong written and spoken communication skills in both official languages.

EDUCATION & EXPERIENCE

- University Degree in Health Service Administration, Social Sciences, Business Administration or regulated health professional with current registration from a college.
- Master's degree preferred.
- 10 years' experience in a clinical setting.
- Possess a systemic vision-level focus on access to primary care, driving clinical improvement, chronic disease prevention and management, and serving individuals with complex needs.
- Skilled leader and communicator with a proven record of building and developing teams to achieve established goals and performance metrics.
- Experience in successful collaboration and committee work with health professionals, system partners, and community agencies across the continuum of care.
- Demonstrated leadership in the effective implementation of change management initiatives in complex systems and operating environments.
- Proficient skills in Microsoft Office applications, specifically Word, PowerPoint, Excel, and Outlook and experience with electronic medical records (EMR).
- Strong understanding of key organizational functions including human resources, finance, programs, and operations.
- Current Ontario Driver's License.

WORK ENVIRONMENT

TAFHT – Sites

TAFHT strives to provide well-lit, well-ventilated clinic areas that are furnished ergonomically. Personal office space may be shared. The environment may vary depending on location. Ergonomics, health and safety will be a priority.

The Clinical Director may work at multiple sites or be transferred between sites. Due to the collaborative nature of this position, travel may be required between sites. Travel related to this job description will be reimbursed.

Equipment Used

Computer, printer/scanner/fax, photocopier, telephone, AV Equipment including video projection unit, hand-held, assessment tools, various teaching aids.

Reporting Relationships

The Clinical Director collaborates with the Executive Director, physicians and other TAFHT employees and members to provide efficient, appropriate primary care to TAFHT patients. Collaboration with other community health partners may be required.