

Doctors of BC Job Posting

Operations Manager, Physician Health Program

Start Date: asap

Salary Range: \$72,000/year, permanent full-time

Position location: Doctors of BC office, 115 - 1665 W. Broadway, Vancouver, BC, V6J 5A4

All applications can be sent to humanresources@doctorsofbc.ca quoting "Operations Manager – 6000" in the subject line.

Deadline to apply: July 20, 2015

Overview

At Doctors of BC (formerly the BC Medical Association), we make a meaningful difference in improving health care for British Columbians. Our ultimate goal is to create an environment where physicians can provide the citizens of BC with the highest standard of health care, while achieving maximum professional satisfaction and fair economic reward.

Job Summary

The Physician Health Program (PHP) of British Columbia provides a confidential support and advocacy service for BC physicians, residents, medical students, and their immediate families dealing with personal and/or professional problems.

Reporting to the Executive Director of the Physician Health Program the Operations Manager is a key non-clinical member of a high performance clinical team. In this position you will support the team's physicians, nurses and social workers to do their best work with clients by taking primary responsibility for the administrative processes that enable and coordinate them. Not only will you lead the team in the design, implementation and evaluation of these processes, but you will gain firsthand knowledge as you dive in and participate as much as possible while maintaining appropriate distance from clinical activities. You will enable the team to reflect on its own performance both by summarizing its activities statistically and by offering a range of interpretations of the statistics you prepare. You will also help the Executive Director connect your operational reports to the Program's strategic plan. While you are able to articulate the connection between the governance and operational perspectives and can recognize how one affects the other, you can also keep them separate when appropriate as you coordinate the efforts of the clinical team through accountable, transparent processes while maintaining the utmost attention to confidentiality of client information.

This position demands a willingness to pitch in and help at all levels, and to challenge the status quo. You are eager to seek out new ways to support your team members by ensuring that administrative tasks are taken care of so that they can focus on the clinical encounters they are trained for. You constantly seek ways to streamline and automate tasks so that you can focus on making sense of data in the big-picture context. You keep track not only of your own workload, but also other people's, and when extra help is needed you anticipate it and plan for it so that it's standing by.

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Key Responsibilities & Duties

- Ensure that the operational database is kept up-to-date and level of staffing is appropriate
- Manage all aspects of reporting – operational reports (budget variance, wait times) and Governance reports (service quantity, service quality) and *ad hoc* reports (project based)
- Coordinate team functions by convening, facilitating and recording team meetings
- Manage team workload by forecasting demand and aligning schedules, including vacation schedules and scheduling conflicts
- Manage the program's budget by preparing draft annual budget and monthly variance reports.
- Manage transparency by ensuring policies and procedures are clear, and are being followed. Draft and revise policies and procedures as necessary
- Support governance by understanding the mandate of the Steering Committee, supporting its decision making, preparing agenda packages and minutes, and by managing action items from Committee meetings
- Manage supplier relationships, for both internal and external suppliers by managing service contracts, investigating and reporting on service quality issues and periodically evaluating supplier relationships
- Create business cases for project work and have these approved by the Executive Director

Skills & Qualifications:

- Master of Health Administration or equivalent Master's degree (either of Business Administration or Public Administration) with significant experience in the health care context.
- Minimum five years' experience in a senior Administration role; with responsibilities in governance and committee support
- Formal training or certification in quality management or project management is desirable
- Experience in policy and procedure writing, including business process analysis and documentation.
- Ability to understand and apply financial and reporting concepts to work responsibilities such as budgeting and variance reporting
- Experience in creating, implementing and revising balanced scorecards
- Comfort with balancing major concurrent tasks and projects
- Excellent written skills and proven ability to develop clear, concise and comprehensive written reports
- Proficient in using Microsoft Office applications; Word, Excel, PowerPoint, Access and Visio

To apply, please email your resume and cover letter to ***humanresources@doctorsofbc.ca*** – ***please quote reference code "Operations Manager – 6000" in the subject line.***

Doctors of BC thanks all applicants; however, only those selected for an interview will be notified.