



Primary Care Manager, Refugee Health Clinic

MOSAIC PRIMARY CARE NETWORK

ABOUT MOSAIC PRIMARY CARE NETWORK

AccessHR is pleased to partner with our client, Mosaic Primary Care Network in the recruitment of a full-time Primary Care Manager.

Mosaic Primary Care Network (MPCN) is a group of family doctors and healthcare professionals who provide primary health care to more than 367,000 people through member clinics located in northeast and southeast Calgary.

Our vision, “Better Health For All”, honours our area’s diversity of cultures. We recognize the need to consult with and respect the health goals of each local community group. Our tagline “Working together to improve the health of our local communities” is something that we are proud of!

Our Values:

1. Culturally Competent
2. Accountable
3. Transparent
4. Engaged
5. Patient Centered
6. Respectful

POSITION SUMMARY

The Primary Care Manager reports to MPCN’s Senior Manager of Clinical Operations and provides leadership for all clinic activities. As part of the leadership team, the successful candidate will work closely with other Primary Care Managers, multi-disciplinary clinicians, business professionals, and physicians. You will strive to improve effectiveness and efficiency in support of health care delivery to refugee patients.

- Lead 3 direct reports and a team of ~10 individuals in all operational functions including recruitment, performance development, and scheduling in a unionized environment
- Initiate and foster collaborative working relationships with external stakeholders, including community partners
- Establish and maintain cooperative working relationships with MPCN staff and physicians
- Communicate with program support staff; prepare and lead monthly program meetings; attend and actively contribute to monthly Primary Care Manager meetings
- Identify key challenges and opportunities, and provide leadership to support development of innovative approaches; evaluate and improve processes and procedures on an ongoing basis
- Seize opportunities to champion MPCN’s vision, mission, and business plan
- Participate in developing clinical procedures and guidelines; ensure adherence to established clinical procedures

QUALIFICATIONS & SKILLS

- Rare ability to combine genuine empathy with business acumen in a transitional health care setting
- Enjoys working with and communicating with culturally and ethnically diverse people including staff and clients
- Inspires teams to a common purpose; builds trusted relationships so difficult conversations are not as hard
- Monitors external and internal social-political trends that could directly impact program risks and/or provide opportunities for service development
- True networker and advocate; able to captivate and engage stakeholders with real-life stories and examples
- Thrives in a dynamic, evolving environment; proven ability to lead teams through significant, organization-wide change
- Able to create a fun and collaborative environment in a sometimes-challenging setting
- Eager and able to help with any hands-on clinical need
- Highly proficient with Microsoft Office suite of products; some knowledge of, or experience with, Electronic Medical Records preferred

EDUCATION & EXPERIENCE

- Bachelor's degree in a health-related field; master's degree preferred
- 5+ years in primary care, community care, acute care, or a combination thereof
- 2+ years in a leadership role, some leadership experience in a unionized environment preferred
- 3+ years in refugee services preferred
- Experience in program development, quality improvement, and evaluation
- Experience working as part of a multi-disciplinary team including physicians

WHAT WE OFFER

- Competitive compensation plan including parking, Health Spending & Wellness Account, Group RRSP matching, generous time off, and comprehensive benefits
- Recently renovated clinic and private office
- Opportunity to be a part of the MPCN leadership team committed to close collaboration and success
- Chance to be an integral part of an organization that is positively impacting the health of all Calgarians
- Opportunity to clearly see the positive impact of your team's efforts and achievements

POSITION REQUIREMENTS

- This is an in-clinic and in-person role with no opportunity to work from home on a regular basis
- Valid driver's license and access to a vehicle is required for travel to MPCN locations within GCA
- Current police information check (PIC) including vulnerable search is required and is at the individual's expense
- Relocation to GCA is at the individual's expense; no reimbursement for relocation expenses is available

APPLY

Interested candidates are invited to apply with a cover letter and resume by email to recruiting@accesshrinc.com. Please indicate "Primary Care Manager" in the subject line of your email. **The position posting will close at 8:00pm on March 20th, 2022.**

All applicants will receive a response and candidates under consideration will be contacted directly. Please be advised that applications will be monitored daily and interviews may be scheduled throughout the posting period.

We encourage applicants from diverse backgrounds to apply as MPCN is committed to offering a diverse and safe workspace free from discrimination. All applicants are considered regardless of age, gender, race, disability.