

TOWN OF NIVERVILLE

<i>Section</i> Personnel	<i>Classification</i>
<i>Subject</i> Open Health Niverville (OHN) Business Manager Job Description	<i>Pages</i> 5
<i>Authority</i> Chief Administrative Officer	<i>Effective Date</i>
<i>Approved (date and resolution number)</i> February 1, 2023	<i>Index Number</i>

POSITION TITLE:	OHN Business Manager
REPORTS TO:	Chief Administrative Officer

<p><i>POSITION SUMMARY</i></p> <p>The Business Manager position is responsible for the following as related to the Open Health Niverville Medical Clinic: overall customer service, budgeting, human resources, development and implementation of policies, doctor recruitment and retention, inventory control, and Health Region communication (as it relates to provincial funding).</p>

PRIMARY ACCOUNTABILITIES

1. Plans, directs and coordinates the day-to-day functions of the OHN Clinic ("Clinic") to achieve the highest quality of customer service to the patrons of the Clinic, displaying a patient comes first attitude by holding the team accountable for delivering optimal patient care. Responsible to resolve patient concerns, investigate patient complaints and resolve conflict.
2. Proactively ensures that all risk areas are identified and addressed in a timely manner and according to set standards and applicable legislation.
3. Work in accordance with the practice's Health and Safety Policies and Procedures and in compliance with applicable provincial legislation.
4. Conduct and administer fiscal operations, including planning budgets, authorizing expenditures and coordinating financial reporting.
5. Review and analyze facility activities and data to facilitate planning for the financial sustainability of the Clinic and maximize service utilization.

6. Responsible for managing the human resource function for Clinic staff including recruitment, hiring, development and evaluation of staff, communicating expectations, advising on policy or procedure changes, handling grievances, and administering the policies of the Employee Handbook.
7. Constantly review Clinic environment and key business indicators to identify problems, concerns, and opportunities for improvement to provide coaching and direction to team.
8. Maintain communication between governing board (NHCSI) and the CAO. Perform business analysis activities and prepare activity reports to inform management of the status and implementation plans of programs, services and quality initiatives.
9. Develop and implement organizational policies and procedures for the Clinic.
10. Maintain computerized health record management systems (Electronic Medical Record) to store and process data and produce reports. Maintain awareness of advances in data processing technology, government regulations and health insurance changes.
11. Establish work schedules and assignments for staff, according to workload, space and equipment availability.
12. Develop and maintain constructive and cooperative working relationships with Clinic staff, clinicians, doctors working in the Clinic, along with Southern Health Management and staff.
13. Communication with people outside the organization, representing the organization to patrons, the public, government and other external sources. Communication with Southern Health in matters related to Provincial funding, doctor recruitment, regional initiatives and projects, and I.T.
14. Knowledge of principles and procedures for doctor recruitment and retention, and responsible for onboarding and training of new doctors.
15. Responsible for maintaining a proactive approach to supplies and equipment inventory control and ordering, along with equipment maintenance.
16. Responsible for Shared Health Home Clinic enrollment and keeping staff training up to date.
17. Responsible for media relations, and updates to website, social media and advertising.
18. Authorized sponsor for MB Health, ensuring site responsibilities are accurate and current, and responsible for eChart audit completion as required by Shared Health.
19. Develops specific goals and plans to prioritize, organize and accomplish the goals set out for the business manager.
20. Work with the CAO on Strategic Direction and Expansion Projects as defined by the NHCSI Board and approved for undertaking by the Town Council.
21. Other duties as may be assigned by the CAO.

PRIMARY QUALIFICATIONS:

1. **Customer Service Leader:**
Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
2. **Administration and Management:**
Knowledge of business and management principles involved in strategic planning, resource allocation, human resources, leadership technique, and coordination of people and resources.
3. **Personnel and Human Resources:**
Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations, and personnel information systems.
4. **Conflict Resolution:**
Uses a variety of approaches to resolve conflicts, complaints and disagreements; acts calmly and rationally in stressful conflict situations with empathy and self-detachment; is effective in confronting or dealing with anger.
5. **Team Builder:**
Understands personal strengths & weaknesses to get the best results from themselves and their staff. Is competent in exchanging information effectively amongst numerous parties. Looks for ways to support others in accomplishing tasks and improving efficiency. Comfortable in praising other's accomplishments for the betterment of the team.
6. **Communication:**
Is confident, sensitive and clear in receiving and giving information to public, staff and other stakeholders. Chooses appropriate language and adjusts work style to individual situation and / or audience. Understands how to listen to people through verbal and non-verbal cues.
7. **Proactive:**
Will consistently self-initiate and strive for best practice in their work and the work of their employees. Takes personal ownership of the business to drive results and projects to completion.
8. **Organizational Skills:**
Delegates effectively to staff and other parties. Uses their time in the most effective manner possible. Always ensures 100% completion of a project undertaken. Understands process in implementation of projects and working through a structure of

approvals. Understands the inter-connectedness of a municipal government and its departments. Can manage multiple projects and people at a time.

9. Finance:

Ability to problem solve and think outside the box to accomplish more with less. Experience presenting a suite of solutions to senior management. Ability to question norms in a respectful and constructive manner.

10. Adaptability:

Ability to work in a fast-paced, evolving atmosphere. Ability to manage new tasks on short notice at the request of Town Management.

11. Integrity & Trust

Seen as a direct, truthful individual; widely trusted and adheres to a strong set of core values. Demonstrated ability to maintain, respect and promote a high level of confidentiality and manage sensitive situations with tact.

12. Accountability

Understands the role of leadership; makes oneself accountable to their cohorts and staff relating to one's work performance.

KEY PERFORMANCE INDICATOR

- A. Customer Service Satisfaction – ability to achieve or receive positive feedback in the majority of situations and resolve dissatisfaction to the approval of the Chief Administrative Officer.
- B. Employee Retention/Relations – ability to get the best out of their employees, retain employees to work for the Town of Niverville and maintain positive working environment.
- C. Financial Sustainability of Clinic – ability to over time, create a financially sustainable Clinic, with capacity to contribute back to the Town and local initiatives.

CORE COMPETENCIES

- ✓ Integrity & Trust Seen as a direct, truthful individual; widely trusted and adheres to a strong set of core values.
- ✓ Accountability Understands the role of leadership; makes oneself accountable to manager(s)/ supervisor(s) relating to one's work performance.
- ✓ Service Orientation Demonstrates concern for meeting internal and external ratepayer needs in a manner that provides satisfaction for the ratepayer within the resources that can be made available.

BEHAVIOURAL COMPETENCIES

- ✓ Policy & Procedure Knowledge Understands and applies knowledge of Provincial, Organizational and Departmental statutes, regulations, policies, and procedures.
- ✓ Interpersonal Skills Relates well with all kinds of people, inside and outside the organization.
- ✓ Budget Formation Compiles, analyzes and summarizes probable project financial income and expenditures, and allocates funds as part of annual budget preparation for a specific purpose within a given time frame.
- ✓ Analytical Thinking Identifies and defines problems, extracting key information from data to test and verify causes in order to create potential solutions for Manager.
- ✓ Planning & Organizing Is able to quickly identify what is important, establish priorities, creating work sequences in order to coordinate effort while maintaining work flow and meeting deadlines.
- ✓ Attention to Detail Ensures information, task or assignment is completed thoroughly and accurately.
- ✓ Financial Management Can prepare, review and provide updated financial information for monthly, quarterly, and yearly reconciliation and financial statements, and other financial reports as required.
- ✓ Problem Solving Identifies problems and uses logic, judgment, and data to evaluate alternatives and recommend solutions to achieve the desired organizational goal or outcome.