

## Job Posting – Health Centre Manager – Nanaimo

The **AVI Health Centre in Nanaimo** is open 4 days a week providing Opioid Agonist Therapy (OAT) integrated with HIV and hepatitis C services. The OAT clinic was established more than 10 years ago and since then the services have provided comprehensive and seamless care for people living with substance use challenges or living with or at risk of HIV or Hepatitis C. There is a HIV primary care program, support services and a health promotion program that provides educational workshops, leadership training and harm reduction distribution. The clinic also serves men who have sex with men (MSM) including specific testing nights and access to PrEP. This position provides a unique opportunity to work in a community based setting to lead a highly functioning team providing care to people who experience disadvantage in the social determinants of health. For more info see [www.avi.org](http://www.avi.org)

<b>Job Title:</b> Nanaimo Health Centre Manager		<b>Vacancy Status:</b> Permanent	
<b>Department:</b> AVI Health Centre – Nanaimo		<b>Work Location:</b> 102-55 Victoria Road, Nanaimo	
<b>Start Date:</b> January 20, 2020		<b>End Date:</b> ongoing	
<b>Hours of Work:</b> 30 hours per week		<b>Schedule:</b> Monday - Thursday, 7.5 hours per day	
<b>Shift:</b>	Day <input checked="" type="checkbox"/>	Evening <input type="checkbox"/>	Night <input type="checkbox"/>
Some Friday and evening hours may be required			
<b>Salary:</b> Excluded position with a salary range set by Health Employees Association BC			
<p><b>Job Summary:</b> Reporting to the Executive Director, or designate, the Nanaimo Health Centre Manager is responsible for the management, implementation, supervision, administration and evaluation of all aspects of the operations and programming in the Nanaimo AVI Health Centre. Programs include:</p> <ul style="list-style-type: none"> <li>• Opioid Agonist Therapy Clinic (OAT) including primary care</li> <li>• HIV Primary Care and PrEP provision</li> <li>• Testing for HIV, Hepatitis C and STI's</li> <li>• Positive Wellness Program for people living with HIV and hepatitis C</li> <li>• Health Promotion Programs focusing on harm reduction, hepatitis C and HIV prevention</li> </ul>			
<p><b>Qualifications:</b></p> <ul style="list-style-type: none"> <li>• University degree at bachelor's level in relevant field i.e. Health Administration, Social Work, Social Sciences or equivalent combination of related experience and education</li> <li>• 5 to 7 years progressively senior experience and demonstrated leadership with program management and supervision of diverse staff in a health clinic.</li> <li>• Demonstrated leadership within a health care setting including program management and supervision of diverse staff team</li> <li>• Experience in administration of a health clinic including use of Electronic Medical Records (EMR) and Medical Services Plan billing</li> <li>• Demonstrated experience in managing human resources in a union environment</li> </ul>			

Hours of Work, Days Off and Work Area may be subject to change.

**We encourage applications from, but not limited to, Indigenous Persons, persons of colour, persons living with disabilities, persons who use/d illicit drugs, persons with experience of sex work, and persons representing diverse genders and sexualities.**

**Submit resume and cover letter to [jobs@avi.org](mailto:jobs@avi.org) by 5pm on January 12, 2020**

## Job Posting – Health Centre Manager – Nanaimo

**POSITION TITLE:** Nanaimo Health Centre Manager

**SUPERVISOR:** Executive Director

**UNION OR EXCLUDED:** Excluded

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### JOB SUMMARY

Reporting to the Executive Director, or designate, the Nanaimo Health Centre Manager is responsible for the management, implementation, supervision, administration and evaluation of all aspects of the operations and programming in the Nanaimo AVI Health Centre.

Programs include:

- Opioid Agonist Therapy Clinic (OAT) including primary care
- HIV Primary Care and PrEP provision
- Testing for HIV, Hepatitis C and STI's
- Positive Wellness Program for people living with HIV and hepatitis C
- Health Promotion Programs focusing on harm reduction, hepatitis C and HIV prevention

### DUTIES AND RESPONSIBILITIES

#### Program Development

1. Based on the agency-wide strategic plan, the Manager oversees the design, implementation and evaluation of programs and services relating to health promotion and community development in the Central Island region and clinical services provided at the Nanaimo AVI Health Centre.
2. Ensures health services and programs are delivered in line with the agency's mission, vision and values.
3. Implements goals, objectives, policies, procedures and systems for all operational and clinical areas of the Health clinic, Positive Wellness Program and Health Promotions Programs
4. Works in collaboration with the medical director to ensure operations of the clinic
5. Engages with clients and staff in a collaborative, person-centered approach grounded in harm reduction and trauma and violence informed practice
6. Participates in relevant committees and community networks
7. Establishes and maintain the community involvement and visibility of the AVI Health Centre in our geographical area, and through social media
8. Serves as a local liaison between the clinic and external agencies including the Vancouver Island Health Authority, BC Centre for Excellence in HIV/AIDS, BC Centre for Disease Control, STOP HIV/AIDS teams, BOOST teams, and local community service groups
9. Understanding and guiding the use of best practices for OAT care, HIV primary care and support services , Harm reduction, health promotion and STBBI testing and treatment including PrEP
10. Performs other related duties as required

#### Staff Support and Supervision

11. Supervises staff by performing duties such as assigning work, providing feedback, support and performance reviews and determining training requirements. Follows and acts on disciplinary process when necessary.

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### Staff Support and Supervision (Continued...)

12. Participates in recruitment and selection of staff by performing duties such as screening applicants, participating on interview panels, providing input into the development of interview questions, and hiring and orienting of new staff, contractors and physicians.
13. Schedules program staff, including ensuring appropriate staffing levels to ensure program operations
14. Schedules, coordinates and facilitates staff meetings and trainings
15. Reviews and authorizes visa, petty cash, timesheets, and leave management
16. Works with staff to ensure quality low barrier, non judgemental patient care and services are provided

### Health Centre Administration

17. Responsible for day-to-day accounting matters including processing all clinic fees including Ministry of Employment and Income Assistance funds, weekly electronic billing to Medical Services Plan through the EMR, invoicing for payment to physicians and locums by maintaining current lists for each practice, and tracking extra fees payable; developing and maintaining monthly invoice and payable reports for the MHR, MSP and bank deposits
18. Assists in the development and implementation of the annual budget for all clinical, administrative and operational areas, monitors expenditures, following up on anomalies, resolving problems
19. Maintains the safety of all program spaces by following protocols related to violence prevention and critical incidents.
20. Compiles and prepares departmental statistical and program information, and reviews other staff's statistics and program information
21. Assists with client/patient issues that require special attention
22. Operations Administration including: including the maintenance of clinic property, computer systems and installed software applications and ensuring compliance with regulations and standards ;Knowledge of and coordination with all 3rd party suppliers and partners for the clinic Ensures all program supplies are ordered and in stock, including medical supplies.
23. Works with Island Health and UBC to place medical residents and arrange for preceptorships.
24. Work with electronic medical record vendor to create forms, and updates to software.
25. Liaises with Life Labs, Provincial Labs and Island Health Labs.

### QUALIFICATIONS

#### Education, Training, and Experience:

- University degree at bachelor's level in relevant field i.e. Health Administration, Social Work, Social Sciences or equivalent combination of related experience and education
- A Master's Degree, preferably in Health Administration, Public Administration or equivalent would be considered an asset
- 5 to 7 years progressively senior experience and demonstrated leadership with program management and supervision of diverse staff in a health clinic.
- Demonstrated leadership within a health care setting including program management and supervision of diverse staff team
- Experience in administration of a health clinic including use of Electronic Medical Records (EMR) and Medical Services Plan billing

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## Job Posting – Health Centre Manager – Nanaimo

### QUALIFICATIONS (Continued...)

- Experience working with diverse populations including people living with HIV, hepatitis C or substance use challenges, street involved communities; Indigenous Persons; queer communities; people who use drugs; sex trade workers; multicultural and disability communities
- Demonstrated experience in managing human resources in a union environment
- Demonstrated experience providing comprehensive client support, harm reduction, health promotion services and substance use services including OAT care
- Employment subject to criminal record check for working with vulnerable populations
- Valid Class 5 BC Driver's License

### SKILLS AND ABILITIES

- Demonstrated skills, experience and knowledge in the areas of OAT provision, mental health, substance use, harm reduction/health promotion practices, HIV, hepatitis C especially with marginalized or vulnerable populations
- Demonstrated leadership experience in program management and supervision of diverse staff, peer educators and volunteer teams; excellent inter-personal skills including the ability to coach and mentor staff, facilitate conflict resolution and positive communication.
- Ability to engage with clients and staff in a collaborative, person-centered approach grounded in harm reduction and trauma and violence informed practice
- Demonstrated ability to work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance service effectiveness;
- Excellent inter-personal skills including the ability to coach and mentor staff, facilitate conflict resolution and positive communication;
- Clear organization skills including the ability to set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities;
- Strong written and oral communication skills;
- Ability to establish and maintain positive working relationships, both within the agency and in the community, to achieve the goals set for the services;
- Ability to work with diverse groups of stakeholders including people living with HIV and/or hepatitis C, people who use drugs, neighbors, service providers and other community members;
- Demonstrated skills in responding to and managing crisis situations
- Ability to monitor expenditures, follow up on anomalies, takes action to resolve problems and assists with required financial documentation;
- High level of administrative skills preferably in a health care setting.
- Demonstrated ability to be flexible and versatile in a changing work environment while maintaining effectiveness and efficiency;
- Good computer skills, including use of databases such as MOIS and Pharmanet, word-processing, graphics and social media (i.e., Microsoft Publisher, PageMaker, Illustrator, Photoshop, Facebook, Twitter, etc.)

**For more information about this position please call Human Resources at 250-384-2366 ext. 3110**

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