

Director, Clinical Operations

Competition #: 02085710

Employee Type: PERMANENT FULL TIME

Bargaining Unit: NON-CONTRACT

Facility: VERNON JUBILEE HOSPITAL

Location: Vernon

Department: VJH NURSING ADMINISTRATION

Reports To: EXECUTIVE DIRECTOR, CLINICAL OPERATIONS

Close Date: OPEN UNTIL FILLED

Position Summary

Who are we looking for:

Are you looking for a new and rewarding senior leadership challenge in healthcare? Interior Health has an exciting opportunity for Director of Clinical Operations in the community of Vernon. We are looking for people who want to make a difference in the communities in which they live, work and play. Relocation allowance for those who live outside the Interior Region may be provided, apply today to join our amazing team.

What we offer:

- An attractive remuneration package
- Excellent career prospects
- Employer paid training/education
- Employer paid vacation
- Medical Service Plan
- Employer paid insurance premiums
- Extended Health & Dental coverage
- Municipal Pension Plan
- Work-life balance
- Relocation Allowance

Salary range for the position is \$128,928 to \$184,428. Interior Health establishes salaries within the minimum and maximum of the salary range based on consideration of the qualifications, experience of the applicant, and an internal equity review of the salaries of other employees.

How will you create an impact:

The Director, Clinical Operations is responsible for the overall administrative leadership and management of assigned clinical patient care programs and services. Working closely with the Medical leadership of these programs and services, the Director oversees effective daily operations for the service area by establishing the operational framework and infrastructure needed to support planning, service delivery and allocation and management of all physical, human, and financial resources. With a strong focus on patient and family centred care and quality improvement, this

position leads and supports the continuous improvement of care processes within assigned portfolio. The incumbent works as a team player with colleagues and co-workers in identifying services delivery models and processes to ensure seamless integration of services.

What will you work on:

- In collaboration with their physician dyad partners, develops strategies to ensure quality evidenced based clinical patient care service delivery within the programs to ensure sustainability of services consistent with the established priorities and the vision, values, and strategic direction of Interior Health.
- Fosters strategic and working relationships with internal and external partners to identify and plan responsive delivery systems and services and to discuss and resolve issues related to same, in support of the effective and efficient integration of healthcare services and resources throughout the organization.
- Develops an operational framework for staffing and service delivery through collaborative partnerships that support patient and family centred care, patient safety and quality of care, evidenced based practices, sound risk management, process improvement and optimum utilization management.
- Develops and effectively manages capital and operating budgets that complement strategic directions within existing fiscal constraints.
- Establishes an effective workforce plan in collaboration with key partners and partners that ensures the ongoing availability of qualified competent staff within the context of operational demands and resource constraints.
- Provides overall leadership and direction for operational staff that supports the achievement of required outcomes and ensures adherence to accreditation, regulatory, professional and safety standards.
- Ensures clear performance objectives and indicators are in place to assess the delivery of services within the designated clinical patient care service areas.
- Establishes effective administrative systems for maintaining, evaluating, and reporting on the operations of the portfolio.
- Establishes systems and processes to evaluate performance of programs and services aligned with corporate direction.
- Ensures compliance with legislation and safety standards to provide a healthy and safe environment for patient and staff.

- Responds to patient care issues and public concerns in a supportive and goal-oriented manner, facilitating communication to affect positive outcomes.
- Represents assigned clinical areas on a variety of internal and external committees as required.
- In alignment with IH's Occupational Health & Safety Program, maintain a healthy and safe work environment through complying with and implementing applicable Occupational Health and Safety Regulation, responding to requests from WSBC, identifying hazards and communicating risks, ensuring compliance with employee training, conducting effective incident investigations, and implementing required corrective actions.
- Performs other related duties as required.

Honouring Interior Health's commitment to Truth and Reconciliation and the Declaration on the Rights of Indigenous Peoples Act (DRIPA), and Pursuant to Section 42 of the BC Human Rights Code, preferential consideration and/or hiring will be given to qualified applicants who self-identify as Indigenous (First Nations, Métis, or Inuit)

Qualifications

Education, Training and Experience:

- Bachelor's degree in a health-related field, supplemented by a Master's Degree in health, business, or related field.
- A minimum of seven years recent, related clinical experience, including five years in a leadership role.
- Or an equivalent combination of education, training, and experience.
- Current registration with the relevant professional college or association preferred.

LEADS Capabilities:

Demonstrates all LEADS Capabilities, in particular:

- Leads Self/Cultural Agility – self-awareness, demonstrates character; noticing and adapting to cultural uniqueness to create a sense of safety for all.
- Engages Others/Empathy – fosters the development of others, communicates effectively, builds effective teams, listens with heart rather than reacting.
- Achieves Results/Process Orientation – sets direction, strategically aligns decisions with vision, values & evidence, accepting that use of process orientation and a 'good relationship' are concrete deliverables.
- Develops Coalitions/Building a Trust-Based Relationship – builds partnerships & networks to create results, demonstrates a commitment to customers & service, navigates socio-political environments, building personal relationships in addition to professional ones, participating in open exchanges of experiences and culture.
- System Transformation/Credible Champion – demonstrates systems/critical thinking, strategically oriented to the future, champions & orchestrates change, remains self-aware and

maintains effective relationships, shows courage and conviction in advocating for change for the betterment of Indigenous people.

Skills and Abilities:

- Knowledge of current and future healthcare issues.
- Demonstrated ability to lead people, manage change, develop strategy, and execute on plans.
- Demonstrated ability to function effectively in a highly dynamic environment, building and sustaining effective relationships.
- Ability to communicate effectively orally and in writing, including the ability to make effective presentations to groups.
- Ability to function effectively in a highly dynamic environment.
- Working knowledge of applicable regulations, legislation, and collective agreements.
- Proficiency in the use of personal computers and applicable software applications.
- Physical ability to carry out the duties of the position.

Interior Health strives to create an environment where you enjoy the work you do, the place where you work, and the people around you. Together, we create great workplaces. **Apply today!**

Comments

Interior Health now offers assistance from an Indigenous Employment Advisor. If you self-identify as Indigenous (First Nations, Métis or Inuit) and if you would like assistance with the application process and/or career exploration, send your question(s) via email to IndigenousEmployment@interiorhealth.ca to be redirected to the Employment Advisor. We invite applicants to self-identify as First Nations, Métis, or Inuit within cover letters and/or resumes.