

Who We Are

The Grande Prairie Primary Care Network (GPPCN) was formed in 2010 to work with local primary care physicians in the delivery of primary healthcare services. The PCN provides innovative and collaborative initiatives that improve communication, increase coordination of services, and enhance medical clinic practices to better meet the needs of the community.

In 2014, the GPPCN strengthened its commitment to improving health care in Grande Prairie. The after-hours clinic that opened in January 2014 serves those with urgent but non-life-threatening medical issues, and those who do not have a family doctor. The Chronic Pain Management Program – the only chronic pain program north of Edmonton – opened in March 2014 and is now known as the Persistent Pain Program.

The Opportunity

The successful candidate will enjoy contributing strategically to organizational growth by developing relationships within GPPCN and driving value-added initiatives in the areas of program planning, implementation, communication, relationships, governance, finance and administration.

The Executive Director is the senior executive and operations manager for the GPPCN and is directly accountable for the operations of the GPPCN and reports to the NPC Board of Directors through the NPC president(s) or physician leads/co-leads.

Key Responsibilities

Leadership & Strategic Development

- Help define the PCN vision and model it to the organization.
- Ensure all programs and services support the purpose of the PCN.
- Build a fluid and dynamic organization that reacts to the priority needs of its physician members and key stakeholders.
- Support the work of the Board of Directors, the Zone Committee and the Governance Committee to help them achieve their purpose of effectively directing the PCN; where appropriate provide strategic options, briefings, and recommendations.
- Lead annual business planning and the strategic planning process; take a key role in the development of subsequent business plans.
- Monitor regional, provincial, and national trends to promote implementation of evidence-based best practice in primary care service delivery.
- Ensure the provision of community-based services relevant and responsive to community needs consistent with available resources.

Program Planning, Development, and Implementation

- Implement the business plan and the direction provided by the board.

- In conjunction with program clinical lead and relevant advisory committees, develop policies, procedures and practices that support and ensure effective program delivery.
- Lead the service planning for new service implementation. Engage relevant stakeholders as required and facilitate development and support of multidisciplinary teams with PCN physicians and other service providers to support the development of the patient's medical home.
- Make recommendations to the board regarding goal setting, program planning, implementation and evaluation for services delivered by the PCN.
- Ensure appropriate and effective evaluation is done on all key programs of the PCN.
- Participate on any committees of the board as necessary.
- Create a continuous improvement culture.
- Ensure quality assurance and risk management strategies are developed to guide and protect PCN operations.
- Adhere to applicable legislation including, but not limited to, the Health Information Act, Freedom of Information Act, Occupational Health and Safety; act as the Privacy Officer for the PCN.
- Accountable to address stakeholder issues and concerns.
- Contribute locally and provincially to the development of practice guidelines, standards, and policies for PCNs.

Financial & Legal Management

- Ensure appropriate and effective policies are in place and followed with regards to all financial matters.
- Act ethically in all financial matters ensuring public trust is never jeopardized, particularly with regards to payments made to the Interim Executive Director or Board members (i.e., ensuring appropriate supporting paperwork is in place in all circumstances).
- Establish and maintain a satisfactory financial system, including payroll, with appropriate controls and reporting, and provide financial management in accordance with the approved budget and direction of the Board.
- Establish and monitor the PCN financial budget.
- Manage all resources appropriately as well as ensure appropriate cash flow and oversee PCN investments.
- Ensure timely submission of required reporting to the PCI program management office.
- Complete and manage all grant applications and seek out additional, appropriate sources of funding.
- Ensure appropriate insurance and security measures are in place to protect the PCN from liability and theft.
- Act as a key liaison with legal counsel, ensuring that all legal issues are identified and addressed as necessary (including contract development, due process, corporation resolutions, etc.).
- Ensure necessary documentation is in place to meet all legal and financial requirements.
- Provide accurate financial reports and statements to the Governance Board monthly.

Administration

- Establish a satisfactory place of business (premises and infrastructure) for the PCN and its operations.
- Organize and support NPC Board and Governance Committee meetings and activities.
- Facilitate meetings between various stakeholders as appropriate.

- Ensure the preparation, maintenance, security, and distribution of necessary records (financial, personnel, program, membership, meeting etc.).
- Any other duties that may be reasonably required for the success of the PCN.

Human Resource Management

- Ensure relevant policies, procedures, guidelines, job descriptions and benefits are in place; ensure staff are treated fairly, with dignity and respect at all times.
- Build a high-performance team; create a culture of effective collaboration throughout.
- Establish a learning culture that utilizes the strengths of each individual.
- Strive for high retention, low turnover and a desirable work environment.
- Maintain an attitude of positive professionalism and confidentiality relating to matters pertaining to other employees.
- Define and implement effective hiring, orientation, and performance review processes.
- Define and utilize as appropriate, effective disciplinary and termination processes.
- Coach and mentor direct reports, providing regular and consistent feedback as well as conducting an annual performance review; build in succession planning.

Communication

- Provide the key communication link to all key stakeholders (board, physician membership, Alberta Health Services, the Zone Committee, PCN Committee, Alberta Health, and the public) regarding issues related to the PCN.
- Develop and implement a communications strategy that supports PCN activity with stakeholders.
- Ensure communication with member physicians is consistent, effective, relevant, and appropriate and utilizes appropriate methods.
- Provide clear direction to PCN staff, contractors, and all vendors.
- Provide consultation to planning groups, health institutions, community groups, policy makers, organizational leaders and teaching institutions regarding issues related to the PCN.

Skills and Qualifications

The position of Executive Director requires a unique skill set. The successful candidate will be able to proactively navigate a complex and changing environment, with the ability to build relationships with various organizational stakeholders (Board of Directors, management, employees, physicians, health care practitioners and the public).

Some other key skills include:

- Ability to facilitate meetings and presentations, build consensus, resolve conflict and conduct interest-based negotiation.
- Proven ability in facilitation, consensus building, conflict resolution and interest-based negotiation.
- Ability to anticipate and respond to issues and opportunities and develops new and unique ways to improve operations of the organization and to create new opportunities.
- Demonstrates flexibility and resourcefulness when providing services and working with others.

Position Qualifications:

- Master in Health Services Administration, Business Administration or health and social services related field.
- Five or more years recent experience in health and social care settings.
- Proven strategic thinking, leadership and business acumen, together with experience in system-level thinking, consensus building and conflict resolution.
- Demonstrated advancement in working with a board in a complex health and social services environment.
- Ability to implement projects from goals into operations.
- Knowledge of business systems and processes (research, data analysis, planning, finances, change management), coupled with administrative competence in applying this knowledge.
- Experience working with, building and leading multidisciplinary teams and managing multiple stakeholder relationships.
- Understanding of client/customer service in the public sector.
- Business development, marketing and project management experience.

What We Offer

As a valued employee of GPPCN, you will receive the following:

- A competitive compensation package.
- Comprehensive benefits program, including 100% employer paid health and dental.
- Company RRSP/TFSA matching program.



Employment Opportunity: Executive Director

How to Apply

Apply for this position today by sending your resume directly to **Impact HR** through email at jess@impacthr.ca

The deadline to apply for this position is March 22, 2024.

We thank all applicants for their interest; however, only those individuals selected for an interview will be contacted. The Grand Prairie Primary Care Network is committed to an equitable, diverse, and inclusive workforce. We welcome applications from all qualified individuals. We celebrate equity, diversity, and inclusion and are committed to building a diverse team that will make a positive contribution to the communities where we live and work.