



**MATAWA HEALTH  
CO-OPERATIVE**

## **Job Description Clinic Manager**

*Must be “fully vaccinated” against COVID-19. (In Ontario, a “fully vaccinated individual” is defined as one who has received the required number of doses as outlined by Health Canada and they have received their final dose of the COVID-19 vaccine at least 14 days ago.)  
Must provide Health Canada’s proof of vaccination (vaccine receipt or enhanced vaccine certificate)*

## **PURPOSE OF THE POSITION**

Matawa First Nations has established the Matawa Health Co-operative (MHC). This provincially incorporated Co-op consists of the nine Matawa member communities – Webequie, Neskantaga, Nibinamik, Eabametoong, Marten Falls, Aroland, Ginoogaming, Long Lake # 58 and Constance Lake First Nations.

The Clinic Manager is an integral part of the multi-disciplinary team and coordination of the patient's circle of care. MHC is committed to delivering healthcare in a manner that is consistent with Patient and Family-Center.

## **SCOPE**

With the support and guidance from the Executive Director of the Matawa Health Co-operative or their designate, the employee will provide services and care with emphasis on a holistic approach to support clients, communities, and families of the Matawa communities. The Clinic Manager will work closely with other MHC programs to support members.

## **RESPONSIBILITIES**

The Matawa Health Co-operative Clinic Manager will primarily be responsible and accountable for the care coordination in the Thunder Bay urban clinic. The clinic manager must be able to manage daily clinic operations including referrals, health services, staff meetings, and to follow the day-to-day operations. Other duties include:

- Guide to implement procedures to optimize Matawa members with patient care
- Develop and implement MHC administrative and clinical policies
- Review and resolve any patient or staff complaints
- Managing budgets and projected budgets
- Support any clinical staff recruitment
- Supervise an interdisciplinary primary care team and provide supervision.
- Must display a knowledge and understanding about Aboriginal culture and issues

## **Leadership**

- Provides leadership and guidance to all clinical staff, acts as a clinical mentor and role model
- Manage clinic operations and oversees day to day operations to ensure the facility is following provincial/territorial and federal healthcare regulation
- Identifies human resource needs to maintain a safe, therapeutic working environment.
- Must have excellent people skills and be able to work with physicians, nurses and clinical support staff
- Participates and provides leadership in developing policies relevant to the coordination, delivery, and evaluation of health services to Matawa members
- Create new policies and procedures and ensure to make staff aware of new changes
- Any other duties or tasks assigned

## **KNOWLEDGE, SKILLS AND REQUIREMENTS**

### **Knowledge and Skills**

The Clinic Manager is expected to have a commitment to continuous improvement of the knowledge requirements in accordance with the following:

- Expertise in developing and maintaining excellent working relationships with all member of the health care team and partner organizations
- Knowledge of medical terminology, and provincial/territorial and federal health care regulations.
- Knowledge of various computer systems and applications (ie. Microsoft Office, etc.) and familiar with electronic medical records systems
- Respects and adheres to MHC mission and values and participates in any strategic planning
- Ability to work in a collaborative practice model
- Knowledge of procuring supplies, equipment, and staff needed at the clinic.
- Provides leadership for establishing and implementing goals related to primary care
- Ability to prioritize, manage time effectively
- An understanding of First Nations governments, cultures, and lifestyles
- Demonstrated ability to achieve results through a consultative approach
- Strong interpersonal skills
- Capacity to adapt quickly to fast paced, dynamic work environment
- High degree of accuracy and attention to detail
- Leadership, critical thinking, organizational and communication skills
- Demonstrate ability and comfort in problem-solving, decision making and conflict resolution
- Excellent relationship building, interpersonal and public relation skills

### **Education and Job Requirements**

- Master's Degree in Public Health/Business Administration or a similar field (preferred)
- Bachelor's Degree in Healthcare Administration, Health Services Administration or similar.
- Minimum of 2 years recent\* experience as a manager (preferably in the health field – primary care, community health or rural nursing)
- Program project management education or relevant experience
- Ability to conduct comprehensive and/or focused physical examinations for all systems as required, according to the physical and psychological development of the individual and the current health conditions.
- Knowledge of business office procedures

## **ORGANIZATIONAL RESPONSIBILITIES:**

- Collaborates with various health professionals to provide care for registered clients.
- Contributes to the development of policies, guidelines, and procedures
- Understand patient confidentiality and implementation into clinic practice
- Is accountable to align activities and performance with strategic goals and objectives
- Adheres to agency standards, policies and procedures
- Participates in Quality Assurance ISO management activities
- Participates on agency/departmental committees
- Anticipates future changes (needs, technology, standards) and recommends appropriate changes/implications
- Other activities may be assigned with the collaboration with the inter-professional team

## **WORKING CONDITIONS**

### **Physical Demands:**

The Employee may have to travel to the communities in all weather conditions. They may have to lift, carry and manage equipment and supplies. They may have to work odd or long hours at a time to complete special requests or projects. The Employee may have to spend long hours sitting and using office equipment, computers and attending meetings.

### **Environmental Conditions**

The Matawa Building may be a busy facility. The employee may have to manage a number of projects at one time and may be interrupted frequently. The employee may find the environment to be busy, noisy and will need excellent organizational and time and stress management skills to complete the required tasks.

### **Sensory Demands**

Sensory demands can include reading and use of the computer, which may cause eyestrain and occasional headaches.

### **Mental Demands**

The employee will have to manage a number of requests and projects at one time. They must be aware of Tribal Council business in the communities and any and all relevant legislation, policies and procedures. They may have to complete a number of tasks and responsibilities at one time and must be prepared to deal with emergencies and stressful situations at any time

- May have to travel to Matawa First Nation communities in all weather conditions
- May have to manage a number of projects at one time, and may be interrupted frequently
- Will need excellent organizational, time and stress skills to complete the required tasks.

**CERTIFICATION**

<hr/> <p>Employee Signature</p> <hr/> <p>Printed Name                      Date</p> <p>I certify that I have read and understand the responsibilities assigned to this position.</p>	<hr/> <p>Supervisor's Title</p> <hr/> <p>Supervisor's Signature              Date</p> <p>I certify that this job description is an accurate description of the responsibilities assigned to the position.</p>
<hr/> <p>Executive Director's Signature              Date</p> <p>I approve the delegation of responsibilities outlined herein within the context of the attached organizational structure.</p>	

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.