



Aboriginal Health & Wellness Centre of Winnipeg, Inc.

181 Higgins Avenue, Suite 215 Winnipeg, Manitoba R3B 3G1
Telephone: (204) 925-3700 Fax (204) 925-3709

Aboriginal Health and Wellness Centre of Winnipeg, Inc.

* JOB POSTING *

Position: DIRECTOR OF PRIMARY CARE

Department: Clinical Department

Site: Aboriginal Health & Wellness Centre of Winnipeg, Inc. (AHWC) in the Neeginan Centre

Address: 181 Higgins Avenue

Reports to: AHWC Leadership (Senior Director of Clinical Operations)

Status: 1.0 FTE

Hours of Operation: Monday-Friday; 8:30am-4:30pm

Union: Out of Scope

Salary: \$71,027 - \$79,945

Date: Immediately

JOB OVERVIEW

The Director of Primary Care oversees all clinical and operational functions of the City of Winnipeg's only Indigenous-led 'low barrier' Primary Care Clinic. Drawing from AHWC's mission statement and values, this magnetic person will lead a diverse, inter-professional team and be a welcoming, kind, and compassionate person for community members when they visit the Primary Care Clinic to access supports during their healing journey.

The Director of Primary Care should demonstrate an understanding of and respect for the histories, traditions, and cultures of Indigenous peoples, inclusive of First Nation, Métis, and Inuit Communities and Nations, including an understanding of the importance of decolonizing healthcare systems and spaces.

RESPONSIBILITIES AND DUTIES

- Oversees all staffing positions and program operations within the Primary Care Clinic
- Welcomes and supports all Indigenous - *First Nation, Inuit, and Métis* – and non-Indigenous community members entering AHWC and the Primary Care Clinic, including people who identify as part of the 2SLGBTQIA+ community and persons who live with disabilities; sees to their immediate comfort
- Nurtures a judgement-free, shame-free environment, focused on harm-reduction and the journey of healing that the individual has defined for themselves
- Emphasizes culturally sensitive, culturally relevant, person-centered care
- Inspires safe practices in accordance with: AHWC's program standards, policy and procedural operations, and organizational values; Primary Care's program standards; Regional Health and Provincial protocols
- Coordinates the provision of a range of primary healthcare services including health promotion education, disease prevention, primary medical care, outreach, and follow-up services
- Upholds the Primary Care Model of Care (Nurse Managed Care Model; Home Clinic; Social Support Counselling Model of Care; HIV PATHS Pods, Immunization Clinic).

- Participates in the on-going development and implementation of AWHC policies and clinical procedures
- Develops procedures and policies for ongoing monitoring of all clinical programs to maintain Accreditation status
- Supervises the data collection and analysis of program statistics
- Utilizes clinical data to steer patient supports, program planning, and resources allocation
- Ensures Annual Performance Conversations are completed for all staff
- Ensures monthly, quarterly, and annual program reports are prepared and submitted as required
- Assists in the preparation of annual operating budgets for the Primary Care Clinic
- Represents AWHC on external committees
- Works collaboratively with Senior Management staff in regard to agency-wide initiatives
- Works collaboratively with other allied health professionals across AWHC programs
- Manages and delivers services within the assigned area of accountability to support overall organizational requirements
- Manages organizational change in the assigned service area including recommending and implementing policy, procedures, standards and practices related to the systems and services in the assigned area(s) to meet ongoing needs in a dynamic environment
- Supporting and participating in approved projects designed to improve health services
- Collects and has access to Personal Health Information (PHI) and must follow Manitoba and/or Shared Health instructions respecting security, use, storage, and destruction of PHI
- Coordinates and conducts daily morning team huddles in conjunction with physicians and allied health professionals
- Coordinates security and safety plans with Security.
- Responsible for monthly, quarterly, and annual reporting of quality health indicators, lessons learned, areas of opportunities etc.
- Delivers Performance Conversations to staff at varied time points throughout staff tenure
- Problem solves and provides supports where needed, in collaboration with the Clinical Department and AWHC Leadership
- Supports aspects of results management and training
- Liaises with community partners, Health Authorities, Cadham Provincial Lab, and Dynacare Lab services
- Reports operational issues to Senior Director of Clinical Operations and Medical Director, and others as advised
- Assists in response to emergencies by being familiar with the fire plan, emergency procedures, safety protocols, and location of emergency equipment, etc.
- Responds to emergency codes as per procedures
- Facilitates staff meetings as required
- Meets with AWHC Leadership as required
- Possesses knowledge of social issues such as poverty, homelessness, food insecurity, substance use, mental health/illness, racism, and other challenges faced by Indigenous populations in Winnipeg
- Completes other duties that may be assigned (be a ‘Helper’) when required as part of the Senior Leadership team, not exceeding stated skills and capabilities

ESSENTIAL SKILLS

- Excellent team building skills
- Excellent oral, written, documentation, and communication skills
- Exceptional organizational and time management skills
- The ability to work independently and remotely
- Ability to think critically, problem solve, and make sound judgements
- Ability to work in an interdisciplinary team and various community streams
- Proficiency in the use of computer software (Word, Excel, Power Point, Outlook)

- Demonstrated knowledge of the Personal Health Information Act (PHIA)
- Knowledge and skills in crisis management and conflict resolution
- Knowledge of harm reduction and trauma informed approaches

DECISION MAKING

- Ability to distinguish between circumstances in which decisions can be made independently and those where consultation is needed
- Ability to determine the best recommendations to make when approached for advice or resources
- Knows how to obtain evidence-based information to make informed recommendations when necessary

QUALIFICATIONS

- Completion of a recognized university degree, community college diploma program, or other related discipline
- 3-5 years or more of experience working in treatment of individuals with addictions, mental health issues (including but not limited to PTSD, Trauma, FASD), and homelessness
- An equivalent combination of education and/or experience deemed acceptable by AHCW
- Previous project management or coordination experience
- Experience in a patient care setting within a team, an asset
- Experience working with Indigenous Peoples

PHYSICAL AND EMOTIONAL DEMANDS OF THE JOB

- Must be able to function effectively in a fast-moving environment with frequent interruptions
- Must be able to do moderate lifting
- Should have good coping skills and stress management

All positions are subject to Criminal Record and Child and Adult Abuse Registry checks. Applicants may be required to undergo testing to determine the knowledge, skill, and ability required for position.

AHCW is committed to equity and inclusion and is on an earnest journey to increase responsiveness to Indigenous peoples by promoting a workforce that is representative of the communities we serve. We encourage applications from Indigenous persons, those with personal and/or familial lived experience, and members of equity-seeking groups. Qualified applicants are encouraged to self-declare in their application.

CLOSING DATE FOR APPLICATION: June 30, 2024, or when position is filled

Please submit cover letter, resume, and three work related references to:

Monica at monicacyr@ahwc.ca