



Clinic Team Lead – Ref. No. 19059

Community Health Centre

Permanent | Full-Time

The Alex: Changing Health. Changing Lives. The Alex Community Health Centre is a not-for-profit organization that is changing how we look at health care in Calgary. Our health, housing and food programs support our most vulnerable neighbours, tackling tough health and social issues head-on. Using a multi-disciplinary team approach, we focus care on assessment, intervention and promotion of all aspects of health. We embrace a model of health care that is accessible, responsive and participatory.

What we do and why we do it:

The Alex **Community Health Centre** improves quality of life in our communities through a comprehensive model of healthcare. Our focus is on prevention, and our team of professionals work hard to step in before long-term interventions are needed, giving preventative care in a welcoming, easy to access environment.

Reporting to the Director of Primary Health Care, the **Clinic Team Lead** shall oversee and coordinate clinical workflow, client care pathways, and clinic staffing for their responsible clinical area. The Clinic Team Lead, working in a multidisciplinary work setting, supported by the Clinical Operations Coordinator in an administrative capacity, and in collaboration with the Social Team Lead at the Community Health Center level, will aim to create an accessible, responsive and trauma-informed program that will provide comprehensive, holistic care to the vulnerable population served at The Alex. The Clinic Team Lead will also be in a position to support a diverse team of MOAs, nurses, medical receptionists, and other individuals to create a respectful, collaborative, and innovative work environment.

Our ideal candidate is preferentially an experienced clinical lead from a primary care medical clinic, or similar setting. Preference will be given to candidates with an LPN background or with strong experience in leadership of a primary care clinic, however, the overall skillset and the experience of the individual will be considered. This is a key role that requires a balanced strength in both people management and implementing and overseeing clinic processes to ensure the clinic is functioning at its highest capacity to service the needs of clients and team members alike. Prior experience in the not-for-profit sector would be a great asset.

What you will do:

Clinical Workflow

- Manage daily workflow at clinic level, including flow of clients and appropriate delegation of daily tasks through all levels of clinic
- Coordinate a logical, efficient, and client-centered flow of care through all levels of clinic, including reception, nursing/intake, medical care, and post-appointment coordination

Staff Engagement + Support

- Create an environment to support all levels of health professionals to work to full scope of practice, and provide appropriate mentorship and support to foster career and skill development
- As appropriate, be able to step in to direct client care role in place of any front-line care provider (e.g. reception, nursing, etc.)
- Coordinate onboarding of new staff, which would include participation in recruitment, hiring, and training of all new clinic hires
- Facilitate the placement of student learners with potential clinical preceptors, to provide both an optimal learning environment for the learner and providing the Alex with clinical benefit from student-clinician service
- Take a leadership role in Quality Improvement Activities to improve clinic and workflow
- Direct supervision and daily support for front-line staff

Patient Engagement

- Knowledgeable about vulnerable populations
- Familiar with the Social Determinants of Health
- Aligned with the principles of harm reduction
- Passionate about providing trauma-informed care
- Advocate for improving quality of life



Managing Client Flow

- Directly support front-line staff in daily interaction with clients accessing The Alex
- Act as the primary resource for prospective and current clients, external partners, referring agencies, and others who are seeking care at The Alex
- Facilitate workflow at clinic level to improve client experience at The Alex, and to promote and prioritize client-centered care

Daily Operational Support of Clinic Function

- Responsible for staffing at the client service level (excluding primary care providers), including medical reception, nursing, contracted/visiting allied health, and other clinic staff
- Provide logistic support for clinic operations, including supply management, coordination of partner organizations (e.g. laboratory services), maintenance and upkeep of clinic, appropriate sterilization pathways, and other aspects of clinic operations
- Coordinate clinic specific client supports (e.g. client medication accounts, management of medication funding, SOGC ordering for supplies, etc.)
- In coordination with on-site pharmacy, manage medication samples, liaise with pharmaceutical industry reps as appropriate,
- Play an active role in the Alex's occupational health and safety committee (and other assigned groups), with priority emphasis of enhancing safety of staff and environment at clinic level
- Assume a leadership role in the management of incident reporting, and incident response, at the clinic
- Serve on delegated internal Alex committees, as required

What you will bring:

- A medical/clinical background a pre-requisite; Professional designation as a licensed practical nurse (LPN) and licensure through CLPNA, or, significant experience leading a Primary Care Clinic or Medical Office is preferred
- Experience managing a primary care clinic; preferably serving the vulnerable sector or complex clientele
- Knowledge of multi-disciplinary roles and responsibilities within primary health care; supports healthy inter-professional collaborative practice, and accepts direction as required
- Leads with a strength-based approach; communicates in a clear, positive, professional demeanor, using good interpersonal verbal and non-verbal skills
- Addresses interpersonal conflicts using appropriate methods and organizational resources to support a highly functioning health team
- Recognizes and examines processes to correct unsafe practice issues within a multi-disciplinary environment
- Models exemplary professional conduct
- Identifies own professional development needs and competencies, seeks appropriate learning opportunities, and evaluates own learning
- Shares knowledge gained through attendance at conferences, in-services, and other events with peers
- Has experience in quality improvement activities
- Must be able to work in a potentially stressful healthcare environment
- Knowledge of IP & C (Infection Prevention and Control)

How to apply:

If you are as passionate as we are about making a difference in people's lives, please submit your resume to jobs@thealex.ca and be sure to include the job title and reference number in the subject line. **Deadline to apply is September 19, 2019 by 4pm.** For further information about The Alex and its programs, we encourage you to visit our website at www.thealex.ca

We thank all applicants for their interest, however, only those selected for an interview will be contacted.