



## College of Physicians and Surgeons of British Columbia

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## JOB DESCRIPTION

### Clinic Assessment Manager, Physician Practice Enhancement Program

#### POSITION SUMMARY

The clinic assessment manager, physician practice enhancement program (PPEP), is responsible for the oversight, management and administration of the assessments of community-based clinics in which College registrants work. This includes the assessment of family practice, specialty, and podiatric clinics, medical device reprocessing, the development of program practice standards, and future program development. The clinic assessment manager is responsible for ensuring that all PPEP activities are in accordance with College policies and procedures, and in compliance with the Bylaws pursuant to the *Health Professions Act (HPA)*. The clinic assessment manager is accountable and responsible for the development of appropriate change management strategies, plans, activities and tools to ensure effective implementation and ongoing program improvement.

#### ORGANIZATIONAL STATUS

The College of Physicians and Surgeons of British Columbia protects the public by ensuring high standards of practice in community-based physician and podiatrist clinics and ensures that standards are based on provincial and national standards and guidelines in community-based physician and podiatrist clinics. The position reports to the director, PPEP, and interacts regularly with the deputy registrar, quality assurance and accreditation programs, and other College staff.

#### DUTIES AND RESPONSIBILITIES

The clinic assessment manager is accountable for the following:

- plan, monitor and evaluate program assessments of community-based clinics in which College registrants work for compliance with best practice guidelines, standards for medical device reprocessing, general infection prevention and control, and College practice standards
- develop policies, procedures, tools and internal controls designed to support the program fulfilling its mandate to adhere to provincial and national standards and guidelines
- manage the practice standard development process from start to finish; ensure practice standards align with provincial and national best practice guidelines and CSA standards; ensure effective engagement strategies for stakeholders
- develop a communication plan for implementing practice standards; collaborate with program staff to develop training material on practice standards; assess the success of the practice standards

- collaborate with communications advisor on program strategies and all external facing program resources and messaging
- monitor and report on key performance indicators, issues and risks, and promptly escalate where ability to adhere to deadlines is in jeopardy
- proactively examine opportunities to improve existing processes and identify common themes, trends and synergies
- create and manage measurement systems to track adoption, utilization and proficiency of individual processes
- manage workflow to maintain an effective and efficient department
- translate the department goal(s) into policies and procedures compliant with relevant legislation and ensure that the College's regulations and requirements are communicated, adhered to and employed across the College
- oversee and monitor continuous quality improvement activities for the program
- assist with the implementation, development, and upgrades of the department's database
- prepare regular reports for the director on current activities and priorities
- prepare data and presentations for meetings that occur with the expert advisory committee for medical device reprocessing (MDR) breaches, PPE panel, or the College Board
- prepare data and presentations for meetings as required
- contribute to the development and implementation of the PPEP strategic and business plans, including the development and implementation of new program process for non-accredited community practices with an objective to reduce risk to the public

#### **Supervision of department staff**

- complete probationary, semi-annual and annual performance evaluations for staff within department
- coach and develop staff to their full potential
- support the growth and development of staff through continuing education
- promote teamwork and share appropriate information with staff in a timely manner
- conduct regular (at least bi-monthly) department and team meetings to inform staff and ensure timelines are met
- accountable for effective program governance, including organization of regular team meetings, meetings with an expert MDR advisory committee

#### **Planning and organizing**

- manage a workload that is a mixture of self-directed and planned activities (driven by operational objectives and the College's strategic plan)
- plan independently and manage under time constraints, ensuring consistent quality and attention to detail
- provide input into the development of the department's strategic plan, which will outline the key priorities over a one- to three-year period

### **Decision-making**

- the clinic assessment manager will have a high level of responsibility for implementing policy and operational decisions made within the College
- apply knowledge of provincial and national MDR standards and guidelines
- apply knowledge of Bylaws pursuant to the *HPA* to decisions made
- respond to office assessment and MDR inquiries internally from team members, and externally from community-based physicians, health-care workers and partner organizations

### **Other duties include but are not limited to**

- may be required to complete MDR assessments independently, or with contracted assessors when necessary; occasional travel may be required.
- implement, oversee and continuously review the management and operational structure for the program and program efficiency
- collaborate with PPEP leadership to establish and continuously review program metrics and seek feedback
- act as a delegated representative of the College from time to time in MDR and infection and prevention and control provincial and/or national meetings
- identify, implement and evaluate initiatives and activities
- participate and collaborate in the development and management of cross department, College-wide operational issues
- establish systems for tracking/monitoring departmental and College issues as they relate to the department
- perform other duties, functions, and responsibilities as assigned by the deputy registrar
- participate in departmental operational meetings; collaborate with other College departments including, accreditation programs, complaints, registration, communications, HR, and IT

### **SKILLS AND QUALIFICATIONS**

Required skills and qualifications include:

- bachelor's degree in nursing required; current practising registration with BCCNM
- completion of a program and/or courses in quality management from a recognized educational institution an asset
- five years of health-care administration experience preferred
- experience in the field of MDR and infection prevention and control an asset
- certification in infection control preferred (CIC)
- experience or equivalent combination of education and experience of Microsoft Office applications including Excel, Word and Outlook
- excellent leadership skills
- exceptional organizational and communication skills, along with a keen attention to detail

- proven ability to mentor, motivate and develop staff
- ability to work collegially and collaboratively in a multidisciplinary environment
- capability to multi-task within own area of responsibility and in support of other staff as required
- ability to use initiative and take appropriate action when unforeseen circumstances arise
- ability to apply critical thinking and problem-solving skills to complex situations for improving efficiencies and effectiveness

The College of Physicians and Surgeons of British Columbia has been recognized as one of BC's top employers since 2011 and one of Canada's top 100 employers since 2014. Our goal is to attract, develop and retain highly talented employees. We offer an excellent working environment including a hybrid work-from-home/in-office model, opportunities for personal and professional growth, and a comprehensive benefits package.

All applications for this position must be submitted online at <https://www.cpsbc.ca/about/careers/employment-opportunities>.

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

The College welcomes all applicants and is dedicated to promoting a diverse, equitable and inclusive environment.