



## CITY OF COLWOOD

### JOB DESCRIPTION

**TITLE:** OPERATIONS MANAGER  
**DEPARTMENT:** MEDICAL CLINIC  
**POSITION TYPE:** FULL-TIME - EXEMPT  
**LAST UPDATED:** SEPTEMBER 2024

---

#### **NATURE AND SCOPE OF WORK**

As a member of the City of Colwood Medical Clinic's leadership team, reporting to the Chief Administrative Officer (CAO), the Operations Manager is responsible for collaborating with the City appointed Medical Director to develop, implement and maintain medical clinic operational policies, protocols and procedures that ensure the efficient delivery of quality service and care to clinic patients in alignment with the clinic's professional service standards and unique business model as set by the City of Colwood strategic plan. The Operations Manager will lead a team of service and team-oriented, trained medical office assistants (MOAs) to support physicians and other clinic staff in achieving the clinic's day to day operational requirements.

Additionally, as a leader within the City of Colwood team and workplace community, the Operations Manager models, promotes and ensures adherence to all workplace policies and work procedures, including but not limited to demonstrating personal leadership and commitment to ethical and respectful conduct and contributing to the physical and psychological safety of the work environment.

#### **TYPICAL DUTIES AND RESPONSIBILITIES**

- Develops, implements, maintains and monitors medical clinic operational policies, protocols and procedures, in collaboration with the City appointed Medical Director and relevant City staff.
- Leads a team of trained medical office assistants (MOAs), including the selection, scheduling, training and development, performance coaching and day to day supervision within a team-oriented and service-oriented work environment.
- Liaises with and assists the Medical Director and/or Medical Lead(s) with business and operational aspects of managing physicians and providing patient care.
- Facilitates communication and encourages cohesive relationships amongst all clinic staff to promote a positive and team-oriented working environment.
- Continually ensures adherence of clinic operations with current healthcare and other regulatory body requirements and medical ethics, including but not limited to, those pertaining to privacy and security of sensitive personal information.
- Contributes to strategic planning and develops annual service and operational plans and supporting budget in collaboration with Medical Director and City Finance team and in alignment with Council's direction for the Medical Clinic; prepares and delivers periodic update reports to the City and Council as required.
- Ensures consistently sound, accurate and timely financial processes, including but not limited to, regular MSP billings.



- Oversees day to day operations of the clinic and evaluates and identifies opportunities for improvements to efficiency and quality of service to patients and support to physicians and other clinic staff.
- Assists Medical Director and Medical Lead(s) with quality assurance.
- Liaises regularly with various City staff to ensure non-medical aspects of clinic operations adhere to all City policies, procedures and workplace requirements and expectations, including but not limited to sound occupational health and safety practices.
- Performs other related duties.

### **QUALIFICATIONS\***

- Bachelor's degree in business or healthcare administration or other relevant discipline.
- Minimum of five (5) years comprehensive operations management and people leadership experience in a related healthcare operation.
- Valid Basic Life Support (BLS) certification, including CPR and AED and Naloxone training.
- Formal training and extensive applied experience with electronic medical records (EMR) systems, administration and related privacy requirements.
- Prior direct experience and/or training as a Medical Office Assistant (MOA) is a strong asset.
- Demonstrated experience in project management and/or program implementation is preferred.
- Police Information Check satisfactory to the City.

*\*an equivalent combination of relevant education and related experience may be considered.*

### **SKILLS AND ABILITIES**

- Proven leadership and management skills with the ability to develop, coach, mentor and motivate others to achieve individual and collective service goals and positive operational performance results.
- Well-developed interpersonal skills with ability to build and maintain positive professional relationships, collaborate effectively and to respectfully navigate challenging interactions.
- Strong customer service skills with the ability to maintain and convey authentic compassion, empathy and care for others and recognize individual needs.
- Well-developed verbal and written communication skills including active listening and demonstrated ability to employ tact and diplomacy.
- Ability to maintain confidentiality and exercise discretion.
- Ability to understand strategic priorities, explain to others and implement supporting operational measures to achieve.
- Demonstrated problem solving skills with the ability to troubleshoot, think creatively and exercise professional judgment in resolving issues or devising solutions.
- Sound business skills, including strong financial and budgeting skills to plan, administer and monitor financial aspects of a quality service operation.
- Demonstrated technical skills to efficiently conduct work using a variety of software systems and technical equipment.

### **COMPETENCIES**

#### **Leads Self**

- Self Awareness: Is aware of own assumptions, values, principles, strengths and limitations.
- Manages Self: Takes responsibility for own performance and health and safety and well-being.



- Develops Self: Actively seeks opportunities and challenges for personal learning, character building and growth.
- Demonstrates Character: Demonstrates City of Colwood's values. Models qualities such as honesty, integrity, empathy, compassion, resilience and confidence.

#### Engages Others

- Fosters the Development of Others: Supports and challenges others to achieve professional and personal goals.
- Contributes to the Creation of a Healthy Organization: Creates an engaging environment where others have meaningful opportunities and the resources to fulfil their expected responsibilities. Is mindful always of ensuring a physically and psychologically safe environment.
- Communicates Effectively: Listens well. Encourages open exchange of information and ideas using appropriate communication media.
- Builds Effective Teams: Facilitates an environment of collaboration and cooperation to achieve results.

#### Achieves Results

- Sets Direction: Inspires vision. Identifies, establishes and communicates clear and meaningful expectations and outcomes.
- Strategically Aligns Decisions with Vision, Values and Evidence: Integrates organizational mission, values and reliable, valid evidence to make decisions.
- Takes Action to Implement Decisions: Acts in a manner consistent with the organizational values to yield effective, efficient public-centered service. Demonstrates business acumen by efficiently and effectively identifying and managing human, capital, financial and information resources.
- Assesses and Evaluates Results: Measures and evaluates outcomes. Holds self and others accountable for results achieved against benchmarks. Corrects course as appropriate.

#### Develops Coalitions

- Builds Partnerships and Networks to Create Results: Creates connections, trust and shared meaning with individuals and groups.
- Demonstrates a Commitment to Customers and Service: Facilitates collaboration, cooperation and coalitions among diverse groups and perspectives to improve service.
- Mobilizes Knowledge: Employs methods to gather intelligence. Encourages open exchange of information. Uses quality evidence to influence action across the system.
- Navigates Socio-Political Environment: Is politically astute. Negotiates through conflict. Mobilizes support.

#### Systems Transformation

- Demonstrates Systems/Critical Thinking: Thinks analytically and conceptually; questions and challenges the status quo to identify issues, solve problems and design and implement effective processes across systems and stakeholders.
- Encourages and Supports Innovation: Creates a climate of continuous improvement and creativity aimed at systematic change.
- Strategically Oriented to the Future: Scans the environment for ideas, best practices and emerging trends that will shape the system.
- Champions and Orchestrates Change: Actively contributes to change processes that improve service delivery.