



**TEMPORARY FULL TIME MANAGER
PATIENT FLOW
CLINICAL SERVICES**

Reporting to the Director of Quality, Access, and Patient Flow, this individual will apply proven interpersonal and leadership skills in program visioning, planning, resource allocation, service excellence, research, and quality improvement. In addition, the Manager will promote patient-focused, interdisciplinary care, both within the Hospital and the community.

This position requires an enthusiastic confident leader who is able to engage all staff in activities that increase the quality of the patient experience, while optimizing efficiency in operations and patient flow. This leader will be required to work collaboratively to develop and implement evidence-based changes, provide a collaborative and supportive environment, and model professional and organizational core competencies. He/she will be responsible for the coordination of patient flow activities across program, including the offsite facility and with regional partners. He/she will be responsible for working with the team to optimize patient flow and carry out change initiatives.

The successful candidate will excel in operational effectiveness and will be committed to leading workplace transformation within an inter-professional setting. We are seeking a leader who has a demonstrated history of achieving results, leading change, and is able to think critically in a fast-paced environment.

The Patient Flow Manager will be responsible for the following teams:

- Bed Allocation
- Patient Flow Navigators
- Social Workers - Clinical
- Physician Assistants
- Admission Nurses

JOB SUMMARY:

- Provide administrative and clinical leadership to a multidisciplinary team
- Create an environment of continuous learning; engaging staff, patient and families in continuous quality improvement
- Use data to facilitate the delivery of safe, high quality, patient-centered care to patients
- Foster an environment that is collaborative, inter-professional and accountable, partnering with patients and caregivers
- Coordinate, and be accountable for the day-to-day utilization of resources to achieve the service's goals
- Provide leadership for operating initiatives, program goals, and objectives to meet strategic directions in partnership with the Clinical and Medical Director of the program
- The successful candidate must support and contribute to a culture of safety and prevention of adverse health events, and promotion of quality in this organization

QUALIFICATIONS:

- Relevant clinical degree at the Baccalaureate and Masters level
- Minimum of three (3) years of recent management or advance practice experience
- Current Non-Violent Crisis Intervention (NVCII) Certificate required (training delivered by Hospital upon hire)
- Recent relevant clinical experience working within the patient flow portfolio
- Excellent budgeting and financial management skills, and knowledge of funding and care delivery models related to the Perioperative programs



- Superior leadership, communication, team building and creative problem solving skills
- Experience with change management and innovation
- Demonstrated coaching and empowering style of management
- Demonstrated ability to support and contribute to a culture of safety and prevention of adverse health events, and promotion of quality in our organization
- Bilingualism (English/French) is an asset

Interested candidates are asked to submit an application form and/or resume with a copy of this job posting with completed qualification-check (please check off ✓ beside each qualification you hold).

Please forward to: Human Resources Human Resources careers@nbrhc.on.ca

POSTING No.: NU CS-24-039

SUCCESSFUL APPLICANT:

**DATE POSTED:
THURSDAY MAY 9, 2024 AT 1200 HOURS**

DATE SUCCESSFUL POSTED:

**DATE POSTING EXPIRES:
THURSDAY MAY 16, 2024 AT 1200 HOURS**

North Bay Regional Health Centre is committed to providing accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). If you require an accommodation for disability during any stage of the recruitment process, please indicate this in your application.

NORTH BAY REGIONAL HEALTH CENTRE IS AN EQUAL OPPORTUNITY EMPLOYER