



Position Profile

Operations/Human Resources Manager

Reports To: Chief Executive Officer
Organization: Brandon Clinic Medical Corporation
Date: May 2024

ABOUT BRANDON CLINIC MEDICAL CORPORATION

Brandon Clinic Medical Corporation was formed in 1961 by seven physicians who felt that the medical needs of the community were best served by pooling available resources. The clinic now has 33 physicians, making it a multi-specialty clinic offering a comprehensive range of primary care and specialist services to the City of Brandon, Western Manitoba, and Eastern Saskatchewan. The service areas for a specialist and department of family practice are estimated to be 180,000 and 60,000 people, respectively.

Specialist services include Internal Medicine, Nephrology, Gastroenterology, Obstetrics and Gynaecology, Pediatrics, Psychology, General Surgery, and Orthopaedics. Brandon Clinic Medical Corporation offers X-ray and ECG services within the clinic.

Vision Statement: Our ability to deliver optimal medical care to our patients will be maximized by the implementation of leading edge medical and business practices and technology. The Brandon Clinic will be recognized as an innovative leader within the medical and business community.

ABOUT THE OPERATIONS/HUMAN RESOURCES MANAGER

Under the general direction of the Chief Executive Officer, the Operations/Human Resources Manager will manage the effectiveness and efficiency of the day-to-day operations, processes and procedures, workflows, administration, and human resources of the Brandon Clinic. They will coordinate the management of the human resource practices, policies, procedures, objectives, and initiatives and act as a direct liaison to the physicians. They will carry out responsibilities in maintaining pertinent human resource information, labour and union relations/negotiations and compensation and benefits administration.

The Operations/Human Resources Manager will support a high-performance organizational culture through facilitating staff engagement, productivity, efficiencies, high standards and quality of work, while demonstrating a commitment to the mission and values of the Brandon Clinic. They will provide direct operational supervision to

all assigned staff: approximately 45 full-time and part-time professional and paraprofessional staff, and 6 supervisory staff to assist with overseeing staff scheduling, staff coverage, payroll submissions, vacation planning, and performance management.

This is an on-site opportunity in Brandon, Manitoba.

KEY RESPONSIBILITIES

Office Operations and Administration

- Oversee daily administrative operations of the office and assist all areas within the clinic in resolving problems related to the day-to-day operations
- Act as the direct liaison with all physicians to support their practices
- Manage contracts with service providers and procurement
- Oversee the work of contracted service providers to ensure the facility is well maintained and operational
- Ensure central administrative office processes, procedures and established standards are adhered to and maintained in all aspects of work
- Oversee and address administrative issues and concerns
- Provide support to the Board of Directors, shareholders, physicians, supervisors, and staff as necessary

Staff Leadership

- Directly supervise assigned professional and paraprofessional staff including Supervisors
- Responsible for the full recruitment process and orientation of new staff
- Ensure staff have sufficient knowledge and information to perform tasks successfully
- Ensure documented processes are in place to help guide day to day work of staff
- Provide guidance on tasks that are not routine or are unexpected
- Ensure ongoing training and development for assigned staff
- Evaluate assigned staff performance on an ongoing basis, including annual performance evaluation, recognizing and rewarding good performance and managing poor performance through progressive discipline processes when indicated
- Provide indirect supervision and advice to designated supervisory staff

Human Resources Management

- Oversee HR policies and procedures to comply with MANQAP Accreditation Standards, ensuring they are current in the employee manual and communicated effectively to staff
- Collaborate with management to communicate HR policies, procedures, and laws, fostering positive employee relations and morale

- Conduct internal investigations for HR-related complaints, advise on employment issues, and manage processes like respectful workplace initiatives and attendance management
- Participate in Health & Safety Committee activities and safeguard employee and organizational interests in accordance with HR policies and laws
- Maintain accurate employee records and implement fair recruitment processes.
- Develop and update job descriptions, facilitate new employee onboarding, and manage performance evaluations and departures
- Coordinate collective bargaining negotiations, manage grievances, and participate in arbitration proceedings when necessary
- Manage routine and directed PHIA Compliance audits

EDUCATION AND EXPERIENCE REQUIREMENTS

The ideal candidate will have a post-secondary degree in public administration, business administration, human resource management, or related subject, complemented by 3 to 5 years of experience in operations, administration, and human resources, preferably in a health care or related organization.

- Experienced in supervising large teams in a fast-paced environment
- Strong understanding of HR policies, organizational planning, and labour relations
- Experienced in contract management and procurement
- Able to build strong relationships across various stakeholders while maintaining confidentiality and adhering to regulations like PHIA/FIPPA
- Ability to deal effectively with all levels of staff, physicians and the public while maintaining good relations
- Capable of independent and collaborative decision-making
- Strong negotiation skills, analytical and critical thinking and problem solving skills
- Adept at handling multiple tasks efficiently
- Experienced in project management and process improvement
- Excellent verbal and written communication skills, people skills and organizational skills
- Attention to detail and a high degree of accuracy is essential
- Experience with Electronic Medical Records (EMR) such as LibreMD is an asset
- Collective bargaining negotiations is an asset

If you are interested in exploring this opportunity, please contact or submit your resume to:

Katie Derksen, Consultant
MNP
Katie.Derksen@mnp.ca