



# FAMILY PRACTICE RENEWAL PROGRAM

## **PROGRAM MANAGER, FAMILY PRACTICE RENEWAL PROGRAM**

Reporting to the Program Director, this position will be responsible for all aspects of development, delivery, and evaluation of a new program stream within the Family Practice Renewal Program (FPRP).

### **PROGRAM OVERVIEW**

The FPRP is a joint initiative of the Newfoundland and Labrador Medical Association (NLMA) and the Department of Health and Community Services (DHCS), whose mandate is to improve the delivery and effectiveness of family medicine in the province as part of a more integrated primary health care system. Program components include Family Practice Networks, a Practice Improvement Program, and a Fee Code Program.

### **POSITION SUMMARY**

The Program Manager will take a lead role on all aspects of program development and delivery for a new program initiative. This will include team and program leadership, operationalizing of program plans, development of policy and processes, internal and external program communications, partner collaboration and relationship management, and ongoing monitoring, review, and evaluation. This position will also have supervisory responsibility for program specialist or consultant positions.

### **KEY RESPONSIBILITIES**

- Development and execution of a shared vision and program strategy
- Development of program policy, frameworks, and associated tools and processes
- Development and implementation of monitoring and compliance policies and processes
- Development of a performance indicator program, including reporting methods, processes
- Responsible for monitoring program risk, and identification and implementation of risk mitigation strategies where needed
- Development of associated physician agreement templates and the administrative supports, processes for same
- Providing policy, process and reporting support to the Management Committee within a broadened mandate
- Development and implementation of program evaluation frameworks
- Working on site and virtually, as appropriate, to support physician clinics in transitions associated with this initiative
- Development of partnerships and collaborative models for engaging with system partners to ensure effective program implementation, including identifying and supporting data/analytical needs
- Coordination and collaboration with other FPRP program streams to support physician engagement, and quality and practice improvement initiatives in physician practices
- Managing project contracts with external consultants, as appropriate, and ensuring appropriate use and allocation of funds

## **EDUCATION/EXPERIENCE**

Master's Degree in Health/Public Administration, Health Economics, Health Policy, Business Administration, Organizational Development or a related area. At least 7 years' experience in a related field, or equivalent combination of education and experience. Knowledge of and experience in health policy, primary health care, health economics, physician practice/payment models, program evaluation, and organizational development. Experience working with physicians, government, and regional health authorities would be considered assets, including an understanding of eHealth and Electronic Medical Records (EMR) across primary health care.

## **REQUIRED COMPETENCIES**

- Results-oriented with superior project management and planning skills
- Ability to analyze, conceptualize, design, and manage all aspects of program development and delivery
- Demonstrated collaborative leadership and the ability to inspire trust
- Ability to develop effective relationships with partners and stakeholders
- Comfortable with ambiguity and navigating complex content and process
- Superior written and oral communications skills
- Excellent facilitation, listening, negotiation and investigative query skills
- Flexible and able to work in a dynamic and demanding environment
- Ability to effectively manage competing/concurrent priorities and tasks
- Understands potential impacts while managing risks versus strategy
- Ability to make well-informed, timely and effective decisions
- Excellent organizational and time management skills
- Professional integrity and good judgment to effectively handle sensitive, confidential matters, and solve problems or conflict
- Proficiency in the use of MS Office applications

## **WORKING CONDITIONS**

The Program Manager position requires schedule flexibility to attend early morning, evening and occasional weekend meetings, in-person and virtual. Travel will be required to ensure local support to physician clinics, as well as to periodic provincial meetings. A valid driver's license and access to a vehicle is required. FPRP offers a competitive compensation package.

## **TO APPLY**

Interested candidates should apply in confidence with a resume and cover letter by e-mail to [gnash@nlma.nl.ca](mailto:gnash@nlma.nl.ca).

### **Attn: Glenda Nash**

Program Director

Family Practice Renewal Program

**Closing Date:** March 22, 2023

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