

Clinic Manager — Cumberland Village Health Care

We invite you to join our team as Clinic Manager at Cumberland Village Health Care, a beautifully crafted, west coast-style clinic located in the heart of Cumberland, BC.

Tucked between the Beaufort Mountains and the Salish Sea, Cumberland is one of the Comox Valley's most beloved small communities, a former coal-mining town turned outdoor-lovers' haven, known for its forested mountain-bike trails, its historic downtown, and a community spirit that shows up in everything from the farmers' market to the local arts scene. Just minutes from Comox Lake, the ski hill, and the ocean, and a short drive from Courtenay and Comox, this is a place where people choose to put down roots, and where we believe health care should feel just as rooted in community.

We're looking for someone who wants to bring their skills and their heart to a growing, community-led clinic and help us build a place where patients and staff alike feel they truly belong. An individual who possesses a "can do" attitude coupled with positivity and professionalism.

The Beaufort Family Health Society

The Beaufort Family Health Society was formed in 2022, in response to the absence of primary care services in Cumberland.

With tremendous support from the community it serves, the Society built a non-profit, community-led model of primary health care designed to be sustainable for the long term care that is truly shaped by, and for, the people of Cumberland.

Cumberland Village Health Care

Cumberland Village Health Care is owned and operated by the Beaufort Family Health Society. We provide primary care services to residents of Cumberland and the Comox Valley. The Society opened Cumberland Village Health Care in September 2023, and estimates serving over 5,000 patients at full capacity.

As Clinic Manager, and an integral part of the team, we invite you to be part of our Vision, and to embrace the Values that guide everything we do.

Vision

Cumberland community members have equitable, responsive, and comprehensive health care close to home — care that is shaped by the community, meets diverse needs, and supports whole-person health across the lifespan.

Values

- **Respect:** belonging, inclusive, shared commitment, responsibility, relationships.
- **Empathy:** curiosity, compassion, grace, dignity.
- **Collaboration:** cooperation, connection, team work, harmony.
- **Resilience:** adaptable, flexible, dependable.
- **Safety:** physical, psychological, cultural, and social.

Position Summary:

The Clinic Manager (CM) works collaboratively and collegially with the Medical Lead (ML) of Cumberland Village Health Care and the Executive Director (ED) of the Beaufort Family Health Society. The CM is responsible for the clinic management of Cumberland Village Health Care and its operations in alignment with the Vision, Mission and Values set by the Beaufort Family Health Society.

Duties and Responsibilities of the Clinic Manager*Leadership, Strategic Planning and Organizational Support*

- In conjunction with the ML & ED, provides input into strategic leadership and operational risk management of the clinic, and supports the effective office management of Cumberland Village Health Care
- Reflects the Society's Vision, Mission, and Values in their work with enthusiasm and commitment.
- Leads and promotes commitment of clinic staff to the Society's Vision, Mission, and Values
- Assists in the development, establishment and implementation of goals, objectives, policies, procedures, and systems for operational areas of the Cumberland Village Health Care clinic.
- Participates in the development of long-range strategic plans, such as the Society Strategic Plan and Annual Service Plan
- Leads the development and implementation of clinical policies and procedures with input from the CD(s), staff and other providers.
- Receives and responds to patient feedback, informs the CD(s) of any patient feedback, and seeks support to manage and address patient feedback of the CD(s)/ ED as needed.

Human Resources

- Manages employee recruitment; learning and development; and benefits administration of Society employees; performance reviews, awards and recognition and disciplinary actions; employee records and personnel files.
- Develops and maintains Medical Office Assistant job descriptions.
- Manages Medical Office Assistant schedules in coordination with operational requirements.
- Identifies Medical Office Assistant staffing requirements to maximize operational efficiency and recruits Medical Office Assistants as needed
- Conducts regular performance reviews and works with Medical Office Assistants to set goals for learning and development
- Sets personal goals for learning and development.
- Recommends employee performance-based wage revisions to the ED and implements if approved.
- Maintains confidential employee records and personnel files.
- Maintains working knowledge of legislation on employee and patient rights and updates policies and procedures as needed.

Finance

- Reviews the overhead budget and cash flow with the ML & ED monthly.
- Assists with developing the annual overhead budget.

- Manages payments and recordkeeping for products and services using POS system, cash, etc.
- Manages day-to-day bookkeeping tasks as needed.
- Regularly reviews expenses for efficiencies and savings.
- Provides information to support the annual financial audits as required
- Supports the ED and bookkeeper to troubleshoot issues with financial statements related to clinic transactions.

Administration

- Performs periodic audits of the EMR to ensure data quality and user compliance with confidentiality policies.
- Manages internal files and servers to ensure information security.
- Manages internal communication systems including phone tree and voicemail.
- Manages clinic access and security
- Maintains clinic website.
- Ongoing development of clinic operational procedures manual for employees.
- Manages all third-party and private pay billing and forms.
- Reviews patient requests for access to information and release of health records.
- Liaises maintenance personnel as needed.
- Manages inventory of medical and office supplies and equipment.
- Responds to patient and public inquiries about our services in a timely manner.
- Assists the ML with utilizing data to analyze clinic performance and improve outcomes

Position includes a comprehensive benefits package
Starting salary \$30.00/hr.