

Clinic Operations Manager

Status: 0.57 fte (21 hours per week) \$30-32/hr dependent on experience
Location: Options Provincial Office, 3550 East Hastings Street, Vancouver/Remote

Our goal is to be a diverse workforce that includes the voices of those who have been disproportionately affected by marginalization and oppression in sexual and reproductive health. We welcome applications from anyone who may contribute to furthering the mission of the organisation, and especially seek applicants who are Indigenous, Black, people of colour, 2SLGBTQA+, members of marginalized populations, and persons with disabilities. If you are a member of any of these groups, we welcome you to self-identify within your application, cover letter, or resume.

The Organization

Based in British Columbia, Options for Sexual Health (Options) is Canada's largest non-profit provider of sexual health services through clinics, education programs, and the Sex Sense information and referral service. Options seeks to provide comprehensive and accurate information, support for sexual expression and reproductive choice, and confidential clinical services that help British Columbians enjoy healthy sexuality throughout life.

The Role

The Clinic Operations Manager (COM) manages, supervises, and supports administrative staff, and operations for Options for Sexual Health Clinics. This position works in partnership with the Clinical Practice Director/Medical Director to supervise and support clinic daily operations including space requirements, hiring, policy development, service procedures, collection of statistics, product sales and evaluation to ensure that the clinic administration and operations are effective, and supportive to providing clients with quality reproductive health-related services.

Responsibilities

- Communicating appropriate information with provincial office staff and clinic colleagues (admin, volunteers)
- Working with the Systems Coordinator to ensure that clinics receive timely support to manage systems used within the clinic (Oscar, Excelleris, etc).
- Ensuring continuous quality improvement process is followed at clinic level
- Working with HR regarding recruitment and retention of clinic administrative staff including: hiring, onboarding and supporting administrative clinical staff day to day.

- Maintaining accurate clinic finances communicating with clinics in regards to budgeting
- Working with partners to oversee clinic space agreements and partnership relationships.

Job Functions

Liaison

- Maintains liaison with provincial office and clinic administration across the province.
- Liaises with community agencies as appropriate and as it relates to clinic administrative roles.
- Liaises with HR Coordinator and supports their role in recruitment and retention of clinic staff

Clinic Services

- Ensures clinic operations are carried out according to Options policy and procedures; follows continuous quality improvement, ensures space requirements are appropriate and systems support in place.
- Maintains contraceptive supplies inventory, ensures sufficient supplies are on hand for meeting client needs, works with clinics to maintain accurate quarterly and annual inventory reports.
- Maintains physical inventory for clinics including security of equipment
- Compiles, reviews and submits monthly, quarterly and annual statistical reports to provincial office
- Works with Telehealth to ensure follow-up on results
- Supports clinic admin staff to ensure financial record keeping (such as bank deposits)
- Ensures confidentiality in storing of patient files in real time and long term records per current regulations

Supervision

- MOA and Telehealth staff

Education & Experience

- Post-secondary degree in a relevant discipline (business, administration, leadership)
- Experience working in health care operations/administration
- Minimum 1 year experience managing staff, including managing staff remotely
- Experience working in non-profit sector

Skills & Abilities

- Excellent communication skills – written and verbal

OPTIONS FOR SEXUAL HEALTH

All About Choices

- Attention to detail a must
- Able to analyze and resolve problems with minimal direction
- Demonstrated leadership – able to plan and establish priorities
- Able to develop policy, procedures and programs
- Budgeting experience
- Advanced competency in Excel
- Ability to analyze and manage large amounts of data and generate statistics and reports
- Possess the ability to build positive relationships with customers/clients.

A signed commitment to Options' mission, values, objectives, and confidentiality policy. Thank you for your interest in Options for Sexual Health. We regret that only short listed candidates will be acknowledged. Please submit an application online at <https://www.optionsforsexualhealth.org/employment-application/general>

Please note that our office contains a community care clinic requiring that all staff provide proof of vaccination for COVID-19 as per the Provincial Health Order <https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/covid-19/covid-19-hospital-and-community-vaccination-status-information-preventive-measures.pdf>