

## Management and Health Policy

Are you organized and efficient? Can you ensure the smooth running of a hospital, clinic or an organization? Do you have administrative, business planning and management skills to lead healthcare institutions? A career in management and health policy is ideal for those who want to influence individuals' lives through developing health programs and policies and analyzing them to ensure they are beneficial for health system users. Much of this work also involves working with communities.

The framework of this career includes a broad overview of components and dynamics of health systems, examination of the organizational and management of health services organizations, and the health of populations.

Management and health policy professionals work in various sectors, including health care, non-profit, private, government and in many occupations such as health policy analysts, program managers, data analysts, community health and educational institutions. Main duties include, but are not limited to: provide leadership and management of healthcare services and delivery; perform research, and manage health care policies and programs.

Examples:

### **Medical Clinic Manager / Clinic Supervisor**

#### **Generic job description:**

- Lead a clinic operations management team
- Manage the day to day operations of the clinic and scheduling of appointments
- Responsible for Human resource management and leadership of non-physician staff
- May supervise and mentor staff at the clinic to ensure all tasks are completed
- Collaborate with physicians and others to develop medical assistant role descriptions
- Develop and maintain policies, practices, and procedures to monitor and manage risk and liability
- Manage budgets. Oversee the invoicing and collection of payments for uninsured services, and the coordination of third party billing
- Review, file and address incoming emails and faxes accordingly
- With others, establish clinical and academic performance metrics, provide feedback, and produce reports for stakeholders

- Oversee clinic communication initiatives

**Skills:**

- Management experience in a medical office
- Strong leadership, interpersonal, teamwork, and conflict resolution skills
- Excellent written and verbal communication skills
- Able to work in a fast-paced environment, work under pressure, balance priorities, and meet deadlines
- Able to work independently and as part of an integral team
- Able to problem solve and use critical thinking skills
- Experience in using information systems to manage files and budgets, schedule, and report on clinic activities

**Qualifications:**

- A degree in Business, Health Sciences, or Health Administration is preferred
- Experience with information systems for scheduling, charting and clinic management (e.g. Health Quest EMR system)
- Valid first aid and CPR certification is an asset

**Health Program Organizer/ Program Manager / Program Coordinator / Project Facilitator**

**Generic job description:**

- Coordinate and manage projects and programs to support positive health outcomes for individuals, groups and communities
- Interface regularly with clients, colleagues, partners, funders and other stakeholders
- Recruit, train and organize speakers, facilitators, volunteers
- Document workshops, events and strategies
- Engage in program marketing, communications, registration, and logistics
- Prepare and present at meetings, workshops and events
- Monitor achievement of goals and outcomes, design and implement program evaluation
- May write funding proposals and reports

**Skills:**

- Strong program planning, implementation and evaluation skills
- Time management and project management skills
- Able to develop positive relationships with clients, colleagues and stakeholders
- Knowledge of programs and interventions for target populations (e.g. Indigenous health, immigrant families, children and youth, seniors, persons with disabilities)
- Good writing skills for program documentation, measurement and evaluation
- Able to work with minimum supervision and execute detailed instructions
- Proficient in MS Office suite

**Qualifications:**

- Post-secondary education in Education, Health Sciences, Sociology, Social Work, Communications or a related field
- Travel and work in the evenings or on weekends may be required