



Program Manager

Permanent Full-Time 1.0FTE (37.5 hours/week)

Edmonton O-day 'min Primary Care Network has an exciting permanent full-time Program Manager position available. Reporting to the Director, Clinical Operations, or designate, this role plays a key leadership position in delivering high-quality healthcare services and improving patient outcomes. The Program Manager will drive the development and implementation of innovative programs within the primary care setting, serve as a vital liaison between the PCN and member physician clinics, and ensure alignment with healthcare regulations, organizational policies, and best practices. As part of the PCN management team, this role may also lead special projects and contribute to continuous quality improvement across program areas.

This position is Monday to Friday, in-person, at the EOPCN central office.

KEY RESPONSIBILITIES & DUTIES

- Oversee daily program operations to ensure efficient, high-quality service delivery aligned with EOPCN's mandate, policies, and healthcare standards
- Lead the development, implementation, and continuous improvement of programs through needs assessments, stakeholder engagement, and resource planning
- Monitor program outcomes using data-driven approaches to support informed decision-making
- Collaborate with evaluation team to assess effectiveness and identify opportunities for improvement
- Ensure program practices align with clinical guidelines, regulatory requirements, and patient-centered care principles
- Implement new or revised strategies, processes, and practices to enhance program delivery
- Stay current with healthcare trends and best practices, and apply relevant insights to program development and service innovation
- Function as a key liaison with member clinics, specialists, community partners, and other PCNs
- Promote awareness of EOPCN programs, support physician onboarding, and foster collaborative relationships to enhance service integration and patient outcomes
- Provide leadership to program staff through coaching, mentorship, performance management, and professional development
- Oversee recruitment, onboarding, and employee relations in collaboration with Human Resources
- Identify and address skill gaps in the team, ensure regular feedback and evaluations, and support team engagement initiatives
- Manage staff scheduling, workload distribution, and vacation planning to ensure continuity of care
- Provide input into staffing and budget planning in collaboration with senior leadership
- Lead or support special projects and perform other duties as assigned to advance organizational goals

QUALIFICATIONS

- Bachelor's Degree in a Related Healthcare Discipline combined with a minimum of 2 years in a leadership/managerial/supervisory role and 5 years of previous professional experience in healthcare

delivery or administration with preference given to those with primary or community care experience. Equivalencies will be considered.

- Current professional registration with college of professional healthcare discipline, such as the College of Registered Nurses of Alberta, College of Dietitians of Alberta, Alberta College of Pharmacy, Alberta College of Social Workers.
- Experience in healthcare database systems is an asset. Computer software proficiency (MS Word, Excel, Outlook, PowerPoint) is required.
- Knowledge of Chronic Disease and Health Promotion principles as well as Behaviour Change Principles is required.
- Knowledge of scope of practice and related legislation for regulated healthcare professionals such as Registered Nurses, Licensed Practical Nurses, Registered Dietitians, Pharmacists and Exercise Specialists.
- Knowledge of best practices in health administration and/or healthcare program delivery and quality improvement principles and practices.
- Criminal record check with a vulnerable sector check is required

APPLY TODAY

EOPCN offers a competitive compensation package with comprehensive benefits, opportunities for continuing education and career growth, and an outstanding work environment.

Please submit your resume and cover letter by email to: jointheteam@eopcn.ca (Attn: Kelly)

POSTING EFFECTIVE until a suitable candidate is found.

We thank all candidates in advance for their applications, however, only those being selected for an interview will be contacted.