

Position Description

Position Title:	Clinic Operations Manager (COM)
Status:	Full-time; Hybrid
Compensation:	annual salary range \$54,600-\$58,240
Supervisor:	Executive Director

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 Options and especially seek applicants who are 2SLGBTQIA+, members of marginalized populations, persons with disabilities, Indigenous, Black and/or people of colour. If you are a member of any of these groups, we welcome you to self-identify within your application, cover letter, or resume.

Organization Summary

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 program. 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. We gratefully acknowledge that our Provincial Offices are located on the unceded ancestral and occupied territories of the Musqueam, Squamish and Tsleil-Waututh nations.

The Role

The Clinic Operations Manager (COM) is responsible for the daily operational needs of Options for Sexual Health clinics across the province. The COM manages, supervises, and supports all clinical administrative staff. This position works as clinic operational lead in partnership with the Clinical Leadership Team to ensure that the clinic administration and operations are effective and supportive in providing clients with quality sexual and reproductive health-related services.

General Responsibilities

- Ensure appropriate information is communicated between Provincial Office staff and clinic colleagues (admin, volunteers).
- Ensure that clinics receive timely support with the Information Technology platforms used within the clinics (e.g. Oscar, and Excelleris).
- Ensure continuous quality improvement in operations, and participating in policy and process/procedure development at the clinic level.
- Work with HR regarding recruitment and retention of clinic administrative staff including: hiring, onboarding and supporting administrative clinical staff day to day.

- Manage payroll and timesheet approval of all administrative staff.
- Maintain accurate clinic finances and communicating with clinics in regards to budgeting.
- Act as a point person for external stakeholders in relation to clinic operations (i.e. space agreements and operational functioning), and liaises with community agencies as appropriate and as it relates to clinic administrative roles.

Clinic Service

- Clinical operations point person and a member of the Clinical Leadership Team.
- 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, ordering, and shipping with support from the Supplies Coordinator.
- Works with the Supplies Coordinator to ensure clinics have the supplies needed to operate optimally including clinical items such as exam beds, medical supplies, filing cabinets and other operational supplies.
- Oversees management of physical inventory for clinics including security, inventory tracking, and appropriate storage of equipment in clinical spaces.
- Works with clinics to maintain accurate quarterly and annual inventory and statistics reporting in order to inform operations and funding requirements.
- Supports clinic admin staff to ensure financial record keeping (such as bank deposits), clinical budgets and statistics are completed as needed.
- Ensures confidentiality in storing of patient files in real time and long term records per current regulations.

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
- 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.

All positions at Options for Sexual Health require a signed commitment to Options for Sexual Health's mission, values, objectives, and confidentiality policy.

To apply, please submit an application online [here](#).
Applications will be accepted until the position is filled.

**Thank you for your interest in Options for Sexual Health
We regret that only short-listed candidates will be acknowledged**