



# Tehsakotitsén:tha

## Kateri Memorial Hospital Centre

P.O. Box 10, Kahnawake, QC J0L 1B0

Tel: (450) 638-3930 Fax: (450) 638-4634

[www.kmhc.ca](http://www.kmhc.ca)

### Internal/External Job Opportunity

*Kateri Memorial Hospital Centre is located in the vibrant Mohawk Territory of Kahnawake. We have a 73-bed inpatient facility in a homelike environment and extensive outpatient services. KMHC is dedicated to strengthening the health and well-being of Onkwehshon:'a (people) and providing quality health and preventative care services.*

**POSITION**                      **Assistant Clinical Manager of Outpatient Care**  
Indeterminate (Permanent) Full-Time (37.5 hours per week)  
**Start Date: July 20, 2026**

#### JOB SUMMARY

The Assistant Clinical Manager of Outpatient Services provides operational and clinical leadership to support the effective delivery of Outpatient Services, Community Health Unit, and Public Health programming at Kateri Memorial Hospital Centre (KMHC). Working under the supervision of the Manager of Outpatient Care, with clinical oversight from the Director of Nursing and Community Care, the incumbent ensures the day-to-day coordination of clinical services, staffing, and care delivery, while promoting a culture of quality, safety, continuous improvement, and culturally responsive care aligned with KMHC's mission and the Kahnawà:ke Community Wellness Plan. The role acts as the key bridge between frontline clinical teams and management, supporting implementation of strategic priorities, clinical standards, and operational plans.

**REQUIREMENTS**            Bachelor of Nursing (BScN)  
Active license with the **Ordre des infirmières et infirmiers du Québec (OIIQ)**  
Minimum three (3) years of clinical nursing experience  
Experience in ambulatory care, community health, or public health preferred  
Previous supervisory or leadership experience considered an asset

**SALARY**                              In accordance to the Quebec Ministry of Health and Social Services (MSSS) reference Code 175, Group 1912:  
**Echelon 1 \$32.46 to Echelon 18 \$60.60 per hour, depending on experience.**

**DEADLINE**                          **Thursday, June 11, 2026 at 3:30 pm**

**APPLICATIONS**                  **Please submit the following documents:**

- ✓ Application Form
- ✓ Letter of Intent
- ✓ Resume
- ✓ Proof of Educational Requirements

**You can find the following documents on [www.kmhc.ca/careers](http://www.kmhc.ca/careers):**

- Job Description
- Application Form

**Submit applications to:**

[kmhc.hr.kahnawake@ssss.gouv.qc.ca](mailto:kmhc.hr.kahnawake@ssss.gouv.qc.ca)

*Please note that preference will be given to Indigenous candidates.*

*Incomplete submission packages will not be considered.*

***\*Only selected candidates will be contacted***

*Posted: May 28, 2026*



<b>TITLE:</b>	Assistant Clinical Manager of Outpatient Care Group 125 Code 1912
<b>DEPARTMENT:</b>	Outpatient Services
<b>REPORTS TO:</b>	Manager of Outpatient Care
<b>STATUS:</b>	Indeterminate Full-Time
<b>EFFECTIVE DATE:</b>	October 2022
<b>REVISION DATE:</b>	May 2026

## Position Summary

The Assistant Clinical Manager of Outpatient Services provides operational and clinical leadership to support the effective delivery of Outpatient Services, Community Health Unit, and Public Health programming at Kateri Memorial Hospital Centre (KMHC).

Working under the supervision of the Manager of Outpatient Care, with clinical oversight from the Director of Nursing and Community Care, the incumbent ensures the day-to-day coordination of clinical services, staffing, and care delivery, while promoting a culture of quality, safety, continuous improvement, and culturally responsive care aligned with KMHC's mission and the Kahnawà:ke Community Wellness Plan.

The role acts as the key bridge between frontline clinical teams and management, supporting implementation of strategic priorities, clinical standards, and operational plans.

## Scope of Role

The Assistant Clinical Manager provides **day-to-day supervision and oversight** of outpatient clinical operations and supports the Manager in broader program, resource, and strategic responsibilities.

## Core Leadership Accountabilities

### Clinical & Operational Leadership

- Coordinate daily outpatient clinical operations to ensure safe, efficient, and patient-centered care delivery
- Support implementation of operational plans, policies, and procedures established by KMHC
- Monitor clinical workflows and identify opportunities to improve access, service flow, and patient experience



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- Ensure clinical documentation, charting, and reporting meet professional and organizational standards
- Support interdisciplinary and multidisciplinary care coordination
- Assists with addressing complaints and resolving problems with the Manager of Outpatient Care
- Covers for OPC Manager when absent
- Collaborates with Manager to ensure annual performance appraisals are conducted on clinical staff.

### **Workforce Coordination & Supervision**

- Provide direct supervision, guidance, and clinical support to outpatient nursing staff, students, and clinical support personnel
- Develop and manage staff schedules to ensure appropriate coverage aligned with service demand
- Participate in recruitment, hiring, onboarding, and orientation of staff
- Approve timesheets and monitor attendance in accordance with HR policies
- Support performance management processes, including coaching and contributing to evaluations
- Assist in resolving workplace issues and supporting a respectful work environment
- Manages projects for OPC

### **Quality, Safety & Risk Management**

- Promote a strong culture of safety, accountability, and continuous quality improvement
- Ensure compliance with infection prevention and control practices and clinical standards
- Monitor and report incidents, near misses, and risks; develop and support corrective actions
- Ensure staff adherence to KMHC policies, including confidentiality and data security
- Support implementation of emergency preparedness and response protocols
- Has attitudes and behaviors which assure the provision of safe care and services
- Is vigilant and takes responsibility to ensure a safe environment for all
- To foster an approach to care that is respectful, compassionate and culturally appropriate and competent, responsive to the needs, values, beliefs and preferences of clients and their family member, supporting mutually beneficial partnerships between clients, and health care providers
- Work in an environment that honors the wisdom of Indigenous beliefs, language, culture and traditions
- Declares all risk situations, near misses or accidents that are witnessed or discovered on KMHC premises



## **Program Support & Continuous Improvement**

- Assist in coordinating and evaluating outpatient and community health programs
- Identifies and supports data collection, statistics tracking, and reporting requirements
- Participate in quality improvement initiatives and program evaluations
- Contribute to development and implementation of clinical protocols and collective prescriptions
- Assist in preparing reports and contributing to annual program reviews
- Works collaboratively with the physicians to advance nursing support in the clinic

## **Education & Staff Development**

- Coordinate orientation and onboarding of new staff
- Identify learning needs and support ongoing professional development
- Provide or coordinate in-service education (e.g., clinical updates, systems training such as MYLE)
- Ensure staff maintain required competencies and certifications

## **Community & Public Health Support**

- Support communication and implementation of public health initiatives (e.g., immunization campaigns, outbreak response in community)
- Assist in liaising with community partners and external health organizations
- Facilitate communication of public health advisories to staff and community as directed
- Partner with regional public health for contact tracing as required (e.g. sexually transmitted and blood-borne infections, tuberculosis, etc.)
- Receives alerts related to public health (e.g. disease outbreak) and communicates pertinent information to KMHC staff and the community through local media

## **Communication & Team Coordination**

- Coordinate and facilitate monthly outpatient team meetings and nursing huddles
- Ensure effective communication across clinical teams and with management
- Act as a point of escalation for operational and clinical issues
- Foster a collaborative, respectful, and culturally safe work environment

## **Cultural Safety & Indigenous Health Commitment**

- Promote care that is **culturally safe, respectful, and responsive** to the needs, values, and traditions of the Kahnawà:ke community
- Support integration of Indigenous knowledge, perspectives, and approaches to health and wellness
- Demonstrate commitment to ongoing learning in Indigenous culture, language, and determinants of health

## **Qualifications & Requirements**

### **Education & Experience**

- Bachelor of Nursing (BScN)
- Active license with the **Ordre des infirmières et infirmiers du Québec (OIIQ)**
- Minimum three (3) years of clinical nursing experience
- Experience in ambulatory care, community health, or public health preferred
- Previous supervisory or leadership experience considered an asset

### **Knowledge & Competencies**

- Knowledge of clinical standards, infection prevention, and quality improvement practices
- Understanding of healthcare operations and interdisciplinary service delivery
- Ability to interpret policies, procedures, and clinical guidelines
- Strong organizational and workload management skills
- Maintain current knowledge of evidence-based practices, including updated methods and screening recommendations, and ensure their implementation and compliance at KMHC

### **Communication & Leadership Skills**

- Strong interpersonal and communication skills
- Ability to support, coach, and guide clinical staff
- Effective problem-solving and conflict resolution abilities
- Ability to analyze data and create reports
- Ability to facilitate meetings and present information clearly



### **Cultural & Community Competence**

- Demonstrated ability to work effectively with Indigenous communities
- Understanding of factors impacting Indigenous health and wellness
- Commitment to culturally safe care
- French language skills considered an asset

### **Professional Attributes**

- Ethical, accountable, and collaborative
- Adaptable and solution-oriented
- Strong attention to detail and follow-through
- Demonstrates initiative and sound clinical judgment

### **Work Expectations**

The incumbent performs the responsibilities outlined above and other related duties as required to support outpatient services, organizational priorities, and community health needs.

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Incumbent

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Date

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Manager