

This is an extremely rare opportunity to join Bump in a leadership role at our beautiful Port Moody clinic!

Are you an exceptional communicator and a natural team player who thrives on connection and building others up?

Do you possess a heart-centered approach to leadership and are you open to sharing your own journey and 'why'?

KEY RESULTS:

To facilitate and ensure the smooth operations of the day to day happenings of the clinic and provides supervisory support and mentorship to the clinical team.

KEY OBJECTIVES:

- Provides leadership to the clinical team
- Clinician mentorship & support
- Responsible for implementation of operational policies and procedures as they pertain to clinician metrics & outcomes
- Community Outreach
- Ensures outcomes are in line with organization's mission, vision, values and goals.

KEY RESPONSIBILITIES:

Leadership

- Promotes clinic culture and finds innovative ways to ensure a positive, joyous and supportive working environment.
- You lead through curiosity. You are a passionate, strong leader that fosters and promotes a clinic culture focused on both professional and personal development.
- You mentor and support from a place of curiosity, helping team members dive deeper into their own personal interests and finding ways to help them achieve their goals.
- Approaches clinical excellence from a growth mindset and a team-based approach to care.
- Participates in weekly 1:1 meetings with the CEO regarding operational challenges, changes, solutions
- Participates in monthly 1:1 meetings with the CEO regarding personal and professional development/ coaching
- 1:1 meetings/ mentorship sessions with each clinician as requested/ required; 30 minutes per month- meeting with each clinician)
- Participates in leadership round tables
- Organizes, schedules & leads clinical team meetings at your location
- Attends required trainings, conferences, workshops as desired, required or requested

- Ability to be personable, responsible, demonstrate unsolicited initiative and grace with all members of the team, community partners and clients.
- Can have funny, silly, uncomfortable and awkward conversations with respect and ease.

Clinic Specific Operations

- Is responsible and accountable for all clinicians in relation to:
 - Client experience
 - Clinician metrics and outcomes
 - KPIs
 - Treatment planning and execution
 - Accuracy
 - Adherence to charting guidelines
 - Client graduation/ discharge planning/ fall off process and program implementation
 - Product integration and sales
 - Clinician recognition
 - Client complaints (if related to clinical care/ treatment)

Clinical Team Development

- You are the primary point of contact for the clinical team
- Assists clinicians with caseload management skills
- Supports clinicians in developing sound clinical reasoning skills
- You provide constructive feedback, guidance, performance reviews, appreciation and disciplinary action to clinical team as needed.
- Finds innovative and new ways to support, develop and maintain clinical excellence and evidenced-based practices within the team and in themselves.
- Inquires and expands treatment options and clinical services/ specialty areas of practice based on clinician skill sets, client demand, client feedback and industry trends.
- Plans and executes clinical skills workshops in collaboration with clinical education director based on the needs of the clinical team.
- Liasess with the clinical education director to support Bump Family Friday Planning and additional clinical learning opportunities including study groups, conferences, workshops etc...
- Participates in active recruitment, retention, training and onboarding of clinical team members
- Ensures the clinical team is well equipped for successful day to day operations by ensuring all clinical equipment is serviced as needed, in good working order, new equipment is purchased as needed and all equipment is well maintained. New or replacement equipment requests are made to the owner for review and eventual purchase by either the CEO or clinic manager.
- Building a strong clinical presence by identifying, coaching, and mentoring potential leadership qualities in team members for their continual engagement and opportunities to advance.

REQUIREMENTS:

LEADS WITH GRACE AND VULNERABILITY: Possesses a heart-centered approach to leadership and is open to sharing your own journey and why.

TEAMMATE: Recognizes that we are stronger together, and focuses on encouraging, building and supporting team members.

LOYAL: You share in the long-term mission, vision and values of Bump Physio & Co, and want to grow with the organization.

CURIOS: Inquiring minds want to know and will recognize their own limits and ask questions themselves.

PEOPLE PERSON: You love connecting with others and don't shy away from the difficult conversations.

EXCELLENT COMMUNICATOR: You must possess exceptional verbal, non-verbal and written communication skills.

TAKES INITIATIVE: You see beyond an immediate task list. You anticipate, remember and are a self-starter.

CAN THINK CRITICALLY: You consistently live rationally, reasonably and empathically.

ORGANIZED: You must be able to navigate multiple tasks and projects at the same time, efficiently and in a systematic way.

MUST BE ABLE TO WEAT MULTIPLE HATS: Possesses experience in handling a wide range of tasks and the ability to work **independently** with little to no supervision.

FUN: You enjoy life and can find the humour and silliness in your day-to-day.

EMPATHETIC: Ability to discuss sensitive information in a caring and relatable way.

At Bump Physio & Co., our vision is to inspire social change and improve access to quality pelvic health and pre and postnatal care for all. Successful team members are empathetic, have innate initiative, possess a collective growth mindset and are always striving for exceptional client care.

If Bump sounds like a great fit for you, please reach out. We'd LOVE to hear from you!