

June 2026

Position Description: Director Clinical Services

Purpose of the position

HDC's vision is to contribute to a **learning culture where primary care data is transformed into applied knowledge** – and this key role will have direct responsibility to shape how HDC grows its user-base, as well as potential utility, across BC. HDC services, alongside the use of the HDC Discover application, enables collective primary care practice data to:

- supports individual and clinic reflection and practice improvement,
- provides a community baseline to inform and influence programs (i.e. select Continuing Education topics and inform resource planning),
- contributes overall system insights to inform provincial program planning.

This role will manage the HDC's field team as they engage directly with end-users (primary care teams, community leaders) and support indirect engagement through our strategic partners. Supporting communities and deepening engagement in a consistent, measurable way is a key priority for HDC.

This role requires a servant leadership mindset to support family physicians, nurse practitioners, their teams and communities in embedding collective primary care data for self-assessments, planning, quality improvement and monitoring activities. A portion of this role will be to stay connected to HDC Discover users through the team to understand what relevant topics, improvements and/or themes may emerge to influence our grassroots approach.

Relationships and accountability

Reporting to the Executive Director (ED), the Director of Clinical Services will work regularly with senior leaders (i.e. co-Medical Directors, Product Director), as well as engage with Board Directors, and other physician champions and advisors. The Director of Clinical Services will regularly review and shape enrolment and engagement key performance indicators (KPIs) to monitor and track the team's progress, as well as KPIs for specific partners.

The Director of Clinical Services will have direct ownership of end-user communications and partner cross-promotions. They will also work closely with HDC's marketing lead, alongside the ED, to craft and promote key messages and success stories for multiple audiences.

This position will also require regular collaboration, communication and teamwork with the technical product team to provide information and feedback to improve the user experience, as well as construct go-to-market plans to deepen user engagement.

Finally, this position requires strong understanding and compliance with data security and privacy policies. The Clinical Services Team takes direction from the Privacy Officer, regarding privacy and data security aspects of the HDC application and are accountable to ensure that key messages are used consistently to advance trust and understanding about the use of data.

Responsibilities

1) Lead a connected field team

- a. Manage, coach and motivate the geographically dispersed Clinical Services team to foster a positive and connected working environment
- b. Manage a budget to support the team's activities, initiatives, partnership and programs.
- c. Create and maintain systems and processes to enable team tactics and information sharing.
- d. Coordinate and develop strong working relationships with contractors and other partners to collectively achieve results
- e. Design and communicate annual team goals and KPIs, aligned to the organization's strategic plan, and report regular progress via Zoho CRM.

2) Scale enrolment and engagement

- a. Lead enrolment and engagement of family physicians, nurse practitioners their teams and communities, across the province of BC.
- b. Engage in systems thinking, to envision new ways of working together with partners, and establish relationships to forge coalitions.
- c. Attend and travel, as required, to conferences and events to maintain a field presence with HDC Discover users and system partners.

3) Translate insight into improvement

- a. Lead the team to engage with family physicians, nurse practitioners and their teams to embed a data-informed approach, using their own practice data for self-assessment and to prompt action where necessary.
- b. Build and scale tools and deliverables, written communications, presentations and templates to support the team's enrollment, engagement and enablement efforts.
- c. Create structured feedback loops on HDC Discover application use and experience in the field to inform and influence application enhancements.
- d. Communicate and coordinate with the technical team when bottlenecks or complications may arise

4) Build a partner enablement model

- a. Devise new strategies to embed enrolment promotion with strategic partner organizations
- b. Liaise with key partners to coordinate services, inputs/outputs and cross promotion to collectively serve primary care clinics.

5) Nurture networks and foster champions to influence adoption

- a. Through excellent user experiences, foster champions and enable discussions, using HDC Discover aggregates, with their peers and broader community.
- b. Communicate user value propositions, capture success stories (e.g. Bright Spots) to demonstrate the utilization of data-informed practice improvement and community impact.
- c. Contribute to HDC's growing understanding of our partner EMRs to better support family practice workflows and reporting.
- d. Coordination of user groups or embedding support within existing networks (e.g. Quality Improvement groups)

Required Experience, Education and Competencies

Please ensure that your cover letter and application clearly show how you meet the following qualifications:

University degree or college diploma

In business management, communications, education, health information science or another related field.

Team Leadership, with cross-functional skills

7-10+ years of progressive leadership experience in partner engagement, customer success, account management, operations, business development, health technology, consulting or a related field. Experience working in healthcare or primary care is an asset, not a requirement, if the candidate brings strong relationship leadership, change management and cross-functional execution skills.

Strong writing and communication skills:

As one of the main sources of end-user communications, experience creating clear and concise written materials for busy professional audiences. The documentation of standardized processes will be a priority within this role.

Agility:

Employs logical thinking and decision making to adapt to changing priorities and situations. Develops and implements innovative, value creating solutions that improve business outcomes. Focuses on results-oriented activities to optimize time, efficiency, and impact.

Proficiency in Organizational Application use:

Proficiency in MS Office and SharePoint tools is required. Experience using a Customer Relationship Management (CRM) system or campaign software is required; proficiency in Zoho would be an asset.

Advisory experience is an asset:

Cultivates relationships with key decision makers and applies persuasive, consulting skills to facilitate practice review discussions, gain provider trust, and support incremental improvements within family practices. Help to strengthen the resilience of primary care practices.

Primary Care Knowledge is an asset:

Understands the primary care landscape, recent system transformations and ideally, already has a network for primary care clinics with strong working relationships. Drives results through a structured and data-informed approach, understanding the goals of clinic practitioners and what matters to them to nurture a learning culture.

EMR Product Knowledge is an asset:

Leverages in-depth EMR product knowledge in combination with HDC Discover practice and community aggregates, to further empower primary care providers to support implementation of practice improvements and on-going monitoring for sustainment.

How to apply

Your cover letter and resume should clearly outline how you meet the educational, experience and skills requirements for this position.

We appreciate all interest in this position. Only those selected for an interview will be contacted.

Please cite the job posting name, and send your cover letter and resume to:

Christie Howatson
Senior Operations Manager
Health Data Coalition

c/o [careers\[at\]hdcbc.ca](mailto:careers@hdcbc.ca)

The job posting will be open until filled.