

The Ontario College of Family Physicians Job Description

Job Title:	Coordinator, Education and Practice Supports
Accountable to:	Manager, Education and Practice Supports
Effective Date:	November 16, 2022 (permanent full time)
Pay Band:	Under Review
How to Apply:	Please forward a brief cover letter and resume to: ocfphr@ocfp.on.ca by 5:00 p.m. on November 30, 2022. Please use Coordinator, Education and Practice Supports, in the subject line.

The Ontario College of Family Physicians represents more than 15,000 family physicians across the province. We support our members by providing evidence-based education and professional development, promoting, and recognizing leadership excellence in family medicine, and advocating for the vital role family physicians play in delivering the highest quality care to patients and families across Ontario.

Position Summary:

The Coordinator is responsible for supporting the day-to day operations of projects within the Education and Practice Supports (EPS) portfolio. Project focus areas include operational practices, business process efficiencies, project management initiatives, strategic planning, education program development and member engagement.

The Coordinator is accountable for coordinating and implementing project plans, monitoring, and ensuring deliverables are met, and keeping key stakeholders informed throughout project lifecycle(s). Working alongside the broader OCFP team, the Coordinator will execute project deliverables to align with EPS Operational Plans and OCFP's strategic plan.

The Coordinator will maintain a high level of partner engagement in a fast-paced project environment. The incumbent will work and engage with the EPS Leadership Team and external stakeholders to support the successful achievement of project deliverables and timelines.

Key Responsibilities:

Coordinator

- Supports the implementation of project deliverables, informed by OCFP direction and EPS leadership.

- Executing project schedules; tracks and reports on progress, including supporting completion of the project dashboards
- Working with the project team to develop and implement a project evaluation plan
- Executing and reporting on project evaluation components to help inform project deliverables and planning
- Supports the development of a variety of communications, presentations, process flows, reports, and other project materials
- Assists in the project fiscal management including the processing of service agreements, and the processing and tracking of fee-for-services agreements
- Supports the development of quarterly/annual reports to the Ministry of Health and other external funders
- Working with the OCFP Communications team and project leadership, supports the development and execution of project communications and marketing plans
- Ensures website pages are updated to reflect any changes and works with Communications to develop and design new website pages/information where applicable
- Supports the delivery of the OCFP's Family Medicine Summit (FMS)
- Supports EPS with yearly review of agreements, fee-for-service, or program delivery components

Project Delivery

- Collaborates with project leadership to apply for Mainpro+ certification (including compiling and creating documents required for certification)
- Executes Community of Practice (CoP) projects, including but not limited to:
 - Supporting the Scientific Planning Committee (SPC)
 - Supporting CoP session elements, which includes run of show (session planning), preparing session materials; coordinating and finalizing speakers; evaluation and follow-up; website updates and disseminating certificates
 - Supporting the successful delivery of all sessions, Q&A, chatbox
 - Completing post-session activities to including session evaluation, resource development
 - Compiling and distributing CoP activity reports to SPC
- Supports Scientific Planning committees and program working groups including, but not limited to:
 - Certification of programs (new/continued programs)
 - Managing SPC tasks for program development
 - Development of program material
 - Manages secretariat aspects of the SPC and all other planning groups, which includes planning meetings, minutes, preparation of agenda and discussion points etc.
- Executes the logistics, planning and delivery of in-person EPS workshops, webinars, and conferences. This includes tasks such as researching and booking venues, ordering catering, monitoring incoming registrations, managing program participant wait lists, preparing attendance sheets, and confirming attendance.

- Manages and executes deliverables to support the OCFP Clinical Tools and Resources (CTR) Repository on the website, which includes processing requests from partners to include CTR on the website; writing CTR website monopoly cards (descriptions), uploading and processing new tools/resources from OCFP (i.e., PEER tools for practice; OCFP programs; and OCFP created tools)
- Updates and maintains program content on the OCFP Learning Management System
- Supports delivery of the CFPC Exam Orientation Workshop
- Supports delivery of Peer Connect portfolio, (if assigned) which includes onboarding and orientating Peer Guides and Peer Learners, supporting project collaborations and supporting project leads.

Reporting Relationships:

- This position reports to the Manager, Education and Practice Supports
- This position has no direct reports.

Required Qualifications:

- University degree in a related field with at least 3 years of program coordination experience, ideally in a healthcare organization.
- Project Management (PMP or CAPM) designation preferred.
- Experience in the healthcare sector, and the Ontario health system, as it relates to knowledge translation and/or continuing professional development, with experience in primary care an asset.
- Strong organizational, prioritization and time management skills to effectively manage multiple priorities.
- Problem solving and critical thinking skills, including ability to anticipate obstacles and recommend an appropriate course of action.
- Experience analyzing activity/utilization data and presenting results to a variety of audiences.
- Comfort in working independently with minimal guidance and oversight.
- Skilled communicator and collaborator with internal colleagues and external stakeholders.
- Excellent problem-solving, critical reasoning, conceptual thinking, and analytical skills.
- High professional standards, strong commitment to ensuring a positive customer experience, energetic and positive attitude to develop collaborative partnerships and relationships.
- Advanced knowledge of Microsoft Word, Excel, PowerPoint, and Windows.
- Availability to work a flexible schedule on occasion, including weekends and evenings
- Ability to travel to attend meetings or events, if required.