

The Ontario College of Family Physicians Job Description

Job Title: Program Coordinator, Continuing Professional Development
Accountable to: Manager, Continuing Professional Development
Effective Date: August 2021 (One Year Contract)

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:

Reporting to the Manager, Continuing Professional Development, the Program Coordinator supports the planning and execution of the OCFP's Continuing Professional Development (CPD) workshops, webinar and events including coordination of faculty planning meetings, scheduling, logistics, preparing program materials and evaluation forms and maintaining the Learning Management System.

Key Responsibilities:

The Program Coordinator, CPD:

- Supports the logistics planning and execution for the delivery of Continuing Professional Development (CPD) 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.
- Working with the CPD Manager and other program development experts, supports the identification, recruitment and development of high-quality faculty through train-the-trainer systems, training, session feedback/evaluations.
- Prepares OCFP CPD course packages and evaluation forms and distributes them via an online Learning Management System (LMS) to the participants before, during and after each session.
- Updates and maintains the content and access to the OCFP LMS.

- Assists with the logistics and distribution of promotional materials and announcements for the OCFP's educational events.
- Serves as liaison with the finance team in the processing of workshop expense reports and invoices and tracking against portfolio budget.
- Contributes to the CPD Development and Delivery annual planning and budget development processes.
- Prepares reports (including CPD statistics) and agendas, drafts meeting minutes and coordinates follow-up items with the broader CPD team.
- Serves as the lead liaison with respect to member/participant inquiries related to CPD workshops including triaging inquiries sent to the general CPD mailbox and phone inquiries related to CPD.
- Coordinates Scientific Planning Committees as required to prepare for recertification, scheduling meetings, preparing materials, recording minutes, and tracking follow-up actions.
- Prepares and submits Mainpro+ certification applications to the CFPC for 2- and 3-credit per hour programs and to the OCFP for 1-credit per hour programs.
- Provides backup support to all areas of the Education and Practice Supports (EPS) portfolio as requested by the Director, EPS or other members of the OCFP management team.

Reporting Relationships:

- This position has no direct reports.

Required Qualifications:

- College Diploma in Business or Office Administration.
- At least 1-2 years' experience in event or meeting planning and execution. 3 years' experience preferred.
- Proven ability to prioritize and organize multiple prioritizes effectively.
- Strong interpersonal skills, diplomacy, collaborative attitude, and sound judgment.
- Excellent written and verbal communication skills.
- Ability to work independently with minimal guidance and oversight.
- Demonstrated ability to collate and analyse data.
- Demonstrated ability to learn new systems quickly.
- Strong attention to detail and accuracy.
- Advanced knowledge of Microsoft Word, Excel, PowerPoint, and Windows environments.
- Experience with Adobe Acrobat and MS Project an asset.
- Previous experience working with Learning Management Systems preferred.
- Experience in an educational / healthcare environment preferred.

- Availability to work a flexible schedule, including weekends and evenings.
- Availability to travel as required to provide staff support at planned events and workshops.

OCFP Core Competencies:

OCFP's core competencies are designed to nurture employee engagement through best people practices. All employees will demonstrate strength in the following competencies:

Collaboration: Engages constructively with others, to be part of a team, to work together, as opposed to working separately or competitively. Promotes a positive climate, resolves conflict, and creates alignment within and across internal and/or external groups.

Impact and Influence: Advocates, motivates, persuades, convinces, or influences others to gain their support and commitment. Effectively gains support by drawing the attention of others to an important issue and directing decision makers towards a solution.

Organizational Awareness: Understands the key relationships, diverse interest groups and power bases within the organization and in the wider community.

Planning, Coordination, and Execution: Plans and coordinates work, effectively manages resources, prioritizes steps to be taken, anticipates potential issues/barriers, and develops contingency plans to address these, executes individual and team activities in a way that ensures the achievement of a set of objectives. Achieves desired results on a consistent basis despite having to deal with unpredictable or unexpected circumstances.

Service & Quality Orientation: Demonstrates a desire to provide quality results by focusing efforts on discovering the needs of customers and stakeholders and meeting these needs. Ensures quality in the delivery of services, and complies with existing rules, regulations, and legislation. Monitors service information by insisting on clarity of roles and expectations and setting up and maintaining systems that enhance quality and maximize efficiencies.

Developing Others: Fosters the long-term learning or development of others through coaching, managing performance and mentoring. Achieves higher level goals and develops new skills/competencies. Driven by a genuine desire to develop and empower others, rather than simply a need to transfer skills to complete tasks.

Holding Self and Others Accountable: Positions the organization for success by establishing appropriate levels of responsibility. Holds self and others accountable to deliver the agreed upon

objectives and execute high standards of excellence. Provide clear directions, effectively communicates priorities and expectations and monitors performance.

Visionary Leadership: Inspires others to work toward common goals by providing inspiration, clarity, and direction. Effectively focuses team on priorities and provides leadership and support through change. Actively solicits input and inspires the courage to challenge team process, and the commitment to achieve personal, team and organizational goals.

Business Acumen: Understand the business implications of opportunities and decisions. Implements successful business strategies. Maintains awareness of issues, processes, and outcomes as they impact the organization's strategic direction.

Strategic Orientation: Understands the business implications of decisions and can take a long-term perspective to chart a course that delivers results today and well into the future.

Interpersonal Sensitivity: Understands and responds appropriately to the concerns of others. Practices active listening when interacting with individuals or groups. Demonstrates an ability to reflect on verbal and non-verbal behaviour and communicates effectively

Leadership Presence: Develops and maintains a sense of presence and emotional maturity in understanding of one's own emotions and the impact of one's behaviour on others; demonstrates of resiliency in a range of complex and demanding situations.

The OCFP is committed to fostering an inclusive, accessible work environment, where all members and employees feel valued and respected. If you require accommodation in order to participate as a candidate in the hiring process, please communicate your needs to the recruitment team.

How to Apply: Please forward a brief cover letter and resume to: ocfphr@ocfp.on.ca by 5:00 p.m. on Tuesday August 17, 2021.

We thank all those who apply but only those selected for further consideration will be contacted.