



THE ONTARIO COLLEGE OF FAMILY PHYSICIANS

Job Title: Program Coordinator, CPD and Mainpro+ Support
Accountable to: Manager, Continuing Professional Development
Date: February 2019

The Ontario College of Family Physicians (OCFP) is an organization of 13,500 Ontario family doctors providing patient care across communities in Ontario. The College provides high-quality, evidence-based continuing professional development for physicians, promotes family doctor leadership and advocates for the vital role family doctors play in Ontario's health-care system in delivering high-quality patient care. As the Ontario chapter of the College of Family Physicians of Canada, we are an essential voice for family medicine in 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 workshops including: coordination of faculty planning meetings, scheduling, logistics, preparing program materials and evaluation forms and maintaining the Learning Management System. This position also supports the processing of Mainpro+ certification program and ethical review processes in collaboration with the Mainpro Specialist.

Key Responsibilities:

Continuing Professional Development

- Supports the logistics planning and execution for the delivery of Continuing Professional Development (CPD) workshops and conferences as required. This includes tasks such as researching and booking venues, ordering catering, monitoring incoming registrations, management of program participant wait lists, preparation of attendance sheets, and confirmation of attendance.
- Coordinates faculty planning meetings as required to prepare for recertification.
- Works with the CPD Manager and other program development experts, supports the development of high-quality faculty through train-the-trainer systems, workshop, training, feedback/evaluations, and identification of new faculty members.
- Prepares OCFP CPD course packages and evaluation forms; distributes them to the participants before, during and after each event, and collates results. This will evolve to dissemination and collation through an online Learning Management System.
- Assists with the logistics and distribution of promotional 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.
- Updates and maintains the content and access to the OCFP Learning Management System (LMS).
- Schedules scientific planning committee meetings and assist with preparing materials as required.
- Provides backup support as required.

MainPro+ Certification

- Supports the coordination of all functions related to the processing of Mainpro+ certification program and ethical review processes in collaboration with the Mainpro Specialist.
- Supports the efficient and timely response to general inquiries regarding Mainpro+ certification.
- Supports the review of all external applications to ensure they meet the certification standards and provides feedback whenever required.
- Collects additional information that may need to be included as part of an original application.
- Ensures all external applications are reviewed and processed in a timely manner to meet certification process and timelines.
- Supports the assignment of all Mainpro+ applications to peer physician reviewers (online process) and follows up on the process cycle.
- Supports the tracking of payments related to certification fees and ethical reviews.

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.
- Excellent written and verbal communication skills.
- Strong interpersonal skills, diplomacy, collaborative attitude, and sound judgment.
- Proven ability to prioritize and organize multiple prioritizes effectively.
- Comfort in working independently with minimal guidance and oversight.
- Demonstrated ability to analyze and collate 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 MS Project an asset.
- Previous experience working with Learning Management Systems is an asset.
- Preferred experience in an educational / healthcare environment

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 behavior 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 behavior on others; demonstrates of resiliency in a range of complex and demanding situations.

How to apply: All qualified applicants are encouraged to submit their cover letters and resume to ocfphr@ocfp.on.ca by 5:00pm on Monday, March 18, 2019. Interviews may begin prior to the closing date.