



## The Ontario College of Family Physicians

### Job Description

**Job Title:** Program Assistant  
**Accountable to:** Director, Education and Practice Supports  
**Date:** April 2018

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 Director, Education and Practice Support, the Program Assistant will support the day-to-day administration required for the development and delivery of the OCFP's continuing professional development programs, collaborative mentoring networks and conferences. This role will also support the Mainpro+ certification process for continuing professional development courses.

#### Key Responsibilities:

- Assists in the coordination of OCFP meetings, workshops, conferences and events as requested, including: scheduling and booking rooms, monitoring and maintaining registration, and communication to participants.
- Provides customer services support, responds to general inquiries and emails, prepares materials and packages for workshops and events.
- Maintains an inventory of workshop and conference supplies and requirements.
- Liaises with faculty, conference speakers and provides support for the exhibitions during conferences.

- Supports the coordination of all functions related to the processing of Mainpro+ certification program and ethical review processes in collaboration with the Specialist, Mainpro and Exhibits.
- Supports the efficient and timely response to general inquiries regarding Mainpro+ certification.
- Supports the review of all external applications to ensure they meet certification standards and provide 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 3 years of administrative experience ideally relating to project tracking and/or conference or event planning.
- Demonstrated ability to maintain confidentiality and handle sensitive issues appropriately.
- Ability to manage and prioritize multiple priorities simultaneously.
- Strong organizational, prioritization and time management skills.
- Excellent written and verbal communication skills.
- Strong interpersonal skills, diplomacy, collaborative attitude, and sound judgment.
- Comfort in working independently with minimal guidance and oversight.
- Advanced knowledge of Microsoft Word, Excel, PowerPoint, and Windows environments. Experience with Adobe Acrobat an asset.
- Accurate typing/data entry skills, minute-taking, correspondence composition, and preparation.

**Core Competencies:**

OCCP'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.

**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.

**Interested applicants are requested to submit their résumé and a one-page cover letter to [ocfphr@ocfp.on.ca](mailto:ocfphr@ocfp.on.ca) summarizing how their experience and qualifications meet the requirements outlined in the posting by 5:00 pm on April 30, 2018.**

**We thank all applicants for their interest in the position, however only those chosen for an interview will be contacted.**