



THE ONTARIO COLLEGE OF FAMILY PHYSICIANS

Job Description

Job Title: Program Coordinator (2 positions) – Collaborative Mentoring Networks
Accountable to: Director

The Ontario College of Family Physicians (OCFP) is an organization of 12,300 Ontario family doctors providing patient care across communities in Ontario. The College provides high-quality, evidence-based education 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 a critical voice for family medicine in Ontario.

Position Summary: The Collaborative Mentoring Networks link family physicians with specialists and focus practice family physicians in a collaborative relationship to enhance the delivery of patient care through mentorship and education.

The Program Coordinator is accountable for the effective administration and delivery of the OCFP's overall strategy to build and expand the Collaborative Mentoring Networks (CMN). This is a multi-incumbent position with responsibility for a portfolio of mentoring networks as follows:

1. Collaborative Mental Health Network (CMHN) and Medical Mentoring for Addiction and Pain (MMAP)
2. Palliative/End of Life Care (PEOLC) Mentoring Network and the Medical Assistance in Dying (MAiD) Online Community of Practice
3. Residents' Mentoring Network
4. Rural Medicine Mentoring Network
5. Early Years in Practice Mentoring Network
6. Leadership Mentoring Network

The Program Coordinator is responsible for supporting the assigned Steering Committee, the effective administration and delivery of the associated online communities of practice, and providing high quality customer service to all Mentors and Mentees of the CMN.

Key Responsibilities:

Administration

- Supports the Network membership in implementing and monitoring daily administrative processes including the onboarding of new Mentors and Mentees and coordination of applicable vetting processes.
- Maintains Mentor/Mentee communications and outreach including quarterly and website updates per defined communication strategies.
- Communicates effectively, with full attention to detail, and responds to individual concerns in a timely manner.
- Administers the expansion of the Resident Mentoring Program and Mentor/Mentee databases as per the Local Health Information Networks (LHIN) distribution.
- Integrates and monitors the effective use of the Network portals, ensuring member registration processes and user testing are completed.
- Distributes annual survey, quarterly newsletters, and educational program evaluations.
- Supports the development and submission of accreditation/certification applications to appropriate certifying bodies (e.g. Ontario College of Family Physicians, College of Family Physicians of Canada, Canadian Psychiatric Association).

- With the Director, and in consultation with the associated Steering Committee, assists with planning and monitoring annual work plans, including communications schedule and individual event planning critical paths.

Reporting

- Oversees the budget and expenditures; maintains an accurate accounting of revenue and expenses of the operating budgets consistent with the OCFP policies and external funder requirements and reporting.

Meetings

- Provides support to the members and co-chairs of the Steering Committee, including organization, communications and planning for meetings, proactive scheduling of Committee meetings with consideration of annual work plans and deliverables.
- Acts as the recording secretary for the Committee and ensures follow-up on agreed-upon action items/tasks.
- Ensures strong organizational support for Committee meetings and identified sub-committee activities.
- Provides scheduling and communication support for the Network's small group meetings, including event specific details for the annual conference and regional Network meetings.

Special Assignments & Projects

- Assists with research and educational projects, as assigned.
- Participates in quality improvement initiatives to monitor and improve quality and service to Network members.

Required Qualifications:

- 2-year Post-secondary diploma in a health-related discipline/health administration focus.
- Minimum of 3-5 years of project management and administration of education programs.
- Experience in education program development, delivery, and evaluation.
- Knowledge of adult education principles, continuing medical education, knowledge transfer and evidence-based medicine.
- Knowledge of mentoring networks and/or communities of practice.
- Experience with emerging trends in technology including e-learning education, online platforms, and communities of practice web based portals.
- Strong organizational, prioritization and time management skills to effectively manage multiple priorities.
- Problem solving and critical thinking skills, including ability to anticipate obstacles and develop an appropriate course of action.
- Excellent interpersonal skills and ability to work as part of a team with a commitment to collaboration and joint-accountability.
- Comfort in working independently with minimal guidance and oversight.
- Excellent written and verbal communication skills.
- Strong financial acumen and experience in monitoring project budgets.
- Excellent computer skills with experience using MS Office; experience with standard office equipment.
- Ability to travel 6-8 times per year to planned events, including weekends and evenings

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, execute 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:

Qualified candidates are encouraged to forward a resume with cover letter via email by 4:00 p.m. on Friday, October 6, 2017 to ocfphr@ocfp.on.ca.

This is a full-time position for a fixed term (3 years) which includes benefits.

We thank you for your interest in OCFP however we will only contact applicants moving on to the next step in our recruiting process.