



The Ontario College of Family Physicians Job Description

Job Title: Continuing Professional Development Operations Planner, Contract
(maternity leave coverage to Feb 2020)

Accountable to: Manager, Continuing Professional Development

The Ontario College of Family Physicians is the voice of family medicine representing more than 13,500 family physicians providing patient care across communities throughout Ontario. Our mandate is to support members by providing evidence-based education and professional development, by promoting and recognizing leadership excellence in family medicine, and by advocating for the role family physicians play in delivering the highest quality care to patients and families across Ontario.

Position Summary

Reporting to the Manager, CPD, this position is responsible for overseeing the planning of CPD workshops and other special projects related to the CPD portfolio. The Planner is accountable for all aspects related to the workshop program planning and works with a small team. The planner will be responsible for: delivery of the workshop program, new business model implementation, faculty contract agreements, supporting implementation of the online registration/learning management system, and working with faculty to support the certification process for OCFP workshops.

The CPD Operations Planner works closely with the Manager, Program Coordinators, Program Assistants, faculty, and colleagues across the organization to ensure on time and on budget delivery of all aspects of CPD workshop operations.

Key Responsibilities:

- Oversee the delivery of the workshop program and related events. This includes but is not limited to, calendar planning, faculty coordination, budgeting, financial tracking, marketing, and implementation of a new learning management system.
- Lead the implementation of new or renewed programming as it becomes available.
- Lead special projects related to business operations or planning including SWOT analysis and business case development for specific programs or approaches particularly relating to digital content delivery.
- Maintain aspects of the CPD program on the OCFP website in collaboration with the Communications Department and working with the Program Coordinators.
- Contribute to the CPD Development and Delivery portfolio's annual work and operational plans and budgets.
- Oversees the budget and expenditures; maintains an accurate accounting of revenue and expenses of the operating budgets consistent with the OCFP policies, requirements, and reporting.
- Perform other duties as assigned by Manager, CPD, Directors, or CEO.

Qualifications

- University degree in a related field with at least 5 years of senior program coordination experience, ideally in a healthcare organization.
- Demonstrated progressive and proven responsibility for the development, project management and promotion of programs and other resources, preferably in the areas of education, health, or digital content delivery.
- A degree or equivalent work experience in adult education or health related discipline/health administration is 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 develop an appropriate course of action.
- Excellent interpersonal skills and ability to work independently and as part of a team with a commitment to collaboration and joint-accountability.
- Comfort in working independently with minimal guidance and oversight.
- Skilled communicator and collaborator with internal colleagues and external stakeholders.
- Strong financial acumen and experience in monitoring project budgets.
- Problem solving and critical thinking skills, including ability to anticipate obstacles and develop an appropriate and strategic course of action.
- Excellent computer skills with experience using MS Office; experience with standard office equipment.
- Ability to travel as required 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 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.

How to Apply: All qualified applicants are encouraged to submit their cover letter and resume to ocfphr@ocfp.on.ca by 5:00 p.m. on Wednesday, March 13, 2019. Interviews may begin prior to the closing date.