

The College of Family Physicians of Canada (CFPC) is the professional organization that represents more than 42,000 members across the country. The College establishes the standards for and accredits postgraduate family medicine training in Canada's 17 medical schools. It reviews and certifies continuing professional development programs and materials that enable family physicians to meet certification and licensing requirements.

The CFPC provides high-quality services, supports family medicine teaching and research, and advocates on behalf of the specialty of family medicine, family physicians, and the patients they serve.

**Our Mission:** Leading family medicine to improve the health of all people in Canada—by setting standards for education, certifying, and supporting family physicians, championing advocacy and research, and honouring the patient-physician relationship as being core to our profession.

**Our Vision:** Leading family medicine. Improving lives.

**Our Values:** Caring; Learning; Collaboration; Responsiveness; Respect; Integrity; and Commitment to Excellence.

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**Position Title:** Membership Coordinator  
**Department:** Membership Services  
**Division:** Member and External Relations  
**Reports to:** Director, Membership Services  
**Classification:** Support Staff  
**Status:** Permanent Full-Time  
**Full Time Equivalent:** 1.0  
**Salary Range:** Min. \$72,906.48 Mid. \$91,133.28 and Max. \$109,359.84

### Summary

The Membership Coordinator position works autonomously to support the Membership Services department within the Member and External Relations Division. The Membership Coordinator leads initiatives for the CFPC early-career membership, the Fellowship designation, and the annual Convocation ceremony. The membership coordinator is member-oriented and works to improve member experiences, resources, and support.

### Main Responsibilities include but are not limited to:

#### Essential Duties :

- **Responsible for the First Five Years in Family Practice (FFYFP) Committee initiatives and support as follows:**
  - Leading projects and initiatives for the early-career membership in consultation with the Director, Membership Services. This includes but is not limited to writing proposals, creating project plans, project management and oversight, creating and tracking budgets, managing

deliverables, communication with internal and external partners, dissemination, implementation, and evaluation activities.

- Managing and coordinating the meetings and supporting the First Five Years in Family Practice Committee including meeting facilitation, work plans, projects and activities and preparing backgrounders and reports.
  - Developing First Five Years needs assessments and analyze results to identify gaps, identify solutions to address concerns, and create and implement resources, programs and tools aligned with strategic and operational priorities.
  - Daily monitoring of online discussions in the first five years in family practice member groups,
  - Administration of the FFYFP events, including educational sessions (Virtual and in-person), and member networking and mentorship events.
  - Managing the First Five Years Transition to Practice microsite including annual content reviews, writing all content updates, proofing/copyedits, and overseeing site design.
  - Working collaboratively with other groups such as CFPC departments, the Section of Medical Students (SOMS), the Section of Residents (SoR), external partner organizations, and CFPC Chapters including their FFYFP Committees.
- **Responsible for managing the Fellowship designation (FCFP) including:**
    - Developing the Fellowship program website including annual content updates, copyedits, and design and set-up of the annual nomination programs and judging processes.
    - Completing full online program testing annually to ensure technical functionality for programs, identifying issues, and working collaborative with CFPC IT staff and /or platform support to resolve issues.
    - Administrative of the Fellowship nominations program, including distribution of the nomination applications to the selection, appeals, and adjudication committees, leading appeals meetings and the Chapter review Processes.
    - Responding to all member inquiries related to Fellowship by phone or email, provide support and troubleshoot technical issues for members.
  - **Responsible for managing the convocation process for members including:**
    - Leading the planning, coordination, and executive of the annual CFPC Convocation Ceremony.
    - Working collaboratively with other departments such as the Member Care Centre, Conferences & Events, Honours and Awards, Communications, Academic Family Medicine, and the Office of the CEO for critical path tasks.
    - Developing the annual critical path and event timeline based on key deliverables and deadlines; updating current procedures including implementation of automated processes and process improvements based on analysis of event feedback.
    - Creating and executing the annual communications strategy, including crafting all correspondence to special designation recipients (direct emails, official designation letters, day-of procedures), development of marketing and promotion materials, and all relevant website and program content.
    - Overseeing development of the Convocation print program, event speaking notes, and visual supports (presentations/videos) in collaboration with the CFPC Communications department, the Foundation for Advancing Family Medicine, the Executive Direct and CEO, and CFPC Present.
  - **Related Duties**
    - Ensure effective and professional communications with all internal/external contacts.
    - Develop and maintain collaborative relationships at all levels of the organization.
    - Work in accordance with all CFPC policies, procedures and processes, and all applicable legislation.

- Work in accordance with all health and safety requirements.
- Demonstrate behaviours aligned with the CFPC Values.
- Demonstrate competencies aligned with the CFPC Competency Framework.
- Contribute to delivering on the overall work plan of the department and strategic goals of the CFPC.
- Participate on special projects as required.
- Participate on internal staff committees or working groups as required.
- Assist with the onboarding of new team members as required.
- Support the team and collaborate with colleagues to ensure department needs are met including absence coverage and cross-training as required.

### Requirements

- Undergraduate Degree.
- 3 years related work experience as well as working with voluntary professional organizations.
- Advanced organizational skills.
- Intermediate ability to learn and navigate various IT systems/programs.
- Intermediate MS Office Suite: Word, Excel, PowerPoint, SharePoint, Teams, Outlook.
- Intermediate Social Media and Interpersonal Skills.
- Verbal and written communication skills, with the ability to express ideas and opinions clearly and effectively in English.
- Verbal and written communication skills, with the ability to express ideas and opinions clearly and effectively in French is an asset.
- Core Competencies: Continuous improvement, customer orientation, courage, stress tolerance, communication, collaborating, influencing, work standard, facilitating change.

### Working Conditions

- Occasional after hours or weekend work.
- Some travel for meetings and conferences may be required.

This role is based in Mississauga and the successful candidate may have the ability to work remotely in accordance with the Organization's policies and procedures dealing with remote and/or hybrid work arrangements in effect from time-to-time. Our current hours of operation are Monday to Friday 8am to 5pm ET.

**There's a certain sense of job satisfaction that comes from working for a not-for-profit organization such as the College of Family Physicians of Canada (CFPC).**

**If you share our values and would like to join our team of dedicated professionals helping the CFPC achieve its mission, please submit a cover letter and your résumé referencing the posting# 2024-16 to: [careers@cfpc.ca](mailto:careers@cfpc.ca) by April 30<sup>th</sup>, 2024.**

We thank all those who apply for this opportunity. All internal applications will be acknowledged. Note, internal applicants are required to notify their manager if they are invited for an interview.

The CFPC is committed to equity, diversity, and inclusion in the workplace, and actively promotes a safe, healthy, and respectful work environment. Our hiring practices have been designed to ensure that applicants are protected from discrimination, human rights are respected, and individual needs are accommodated. We welcome and encourage applications from all qualified candidates regardless of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status or disability.

If selected to participate in the recruitment and selection process, please advise Human Resources of any accommodation(s) that may be required.