

JOB OPPORTUNITY

About the CFPC

The College of Family Physicians of Canada (CFPC) is the professional organization that represents more than 43,000 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.

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.

We are recruiting for an Accreditation Unit Assistant Manager

Posting #: 2024-09
Department: Academic Family Medicine Administration and Accreditation
Division: Academic Family Medicine
Reports to: Manager, Accreditation
Classification: Management
Status: Permanent Full Time
Contract end date (if applicable): N/A
Job Family: Manager
Full Time Equivalent: 1.0
Bilingual (English/French): No
Salary Range: Min.\$ 72,906.48 Mid.\$91,133.28 Max. \$109,359.84

Summary

The Accreditation Unit Assistant Managers, under the direction of the Accreditation Director and Accreditation Manager, are responsible for ensuring the development, management, organization, coordination and implementation of accreditation operations for the 17-family medicine residency training programs (including all sites), the 17 enhanced skills programs, and conjoint operations for the 17 institutions (PGME offices). The Accreditation Unit Assistant Managers prepare program and PGME university partners for all accreditation activities by providing training and guidance. They also prepare

accreditation physician volunteers/members, including leads, the CFPC chair, CFPC institution reviewer and observers, as applicable, for all accreditation activities, and provide training and support throughout the process. The Accreditation Unit Assistant Managers will have advanced project management skills, advanced communication skills, strong conflict management skills, exceptional organizational skills, and the ability to work with discretion and judgment in an evolving environment.

Main Responsibilities include

Accreditation Administration and Operations Management / Partner Engagement

Management of regular accreditation reviews for institutions/PGME, the 17-family medicine and 17 enhanced skills programs:

- Primary point-of-contact for accreditation operations for assigned universities.
- Develop accreditation review schedules in collaboration with PGME offices and programs.
- Develop clear understanding of the intricacies of each program, site and institution to ensure volunteers meet with all relevant partners.
- Work collaboratively with Royal College staff partners on conjoint aspects of each review.
- Modify templates to accommodate each institution, program and site structure.
- Provide appropriate guidance and training to university program partners and PGME offices in the implementation of new or modified CanERA processes.
- Manage hotel contracts for accreditation reviews, including drafting event requirements for CFPC and CanRAC partners (including meeting rooms, accommodations, A/V and food and beverage needs), confirming hotel selection via site visits or other means, and collaborating with the hotel and CFPC conference and events team leading into the review.

Accreditation Project Management and Operations Development

- Develop training modules and other support tools for physician volunteers/members, institutions, and program partners (templates, internal review material, PowerPoints, sample reports, etc.)
- Develop and maintain instructional guides for institutions, programs, university stakeholders and external partners on accreditation processes.
- Develop and maintain tracking mechanisms for all programs, including history, standards mapping, and program data (decisions, follow-up, areas for improvement and leading practices and innovations)
- Create and maintain spreadsheets as recruitment databases to track physician volunteer activities.
- Participate in CanERA strategy sessions to develop collaborative solutions to conjoint issues.
- Provide all required documentation for Residency Accreditation Committee members to conduct their review of family medicine and enhanced skills programs (quality checked reports for regular and off-cycle reviews, background information, and summary sheets)
- Collaborate with the Royal College and the Collège des Médecins du Québec (as applicable) in preparation for the conjoint aspects of accreditation reviews.
- Record in-depth discussion notes for all programs and institutions.
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CanAMS Development and Implementation

- Management of the Canadian Accreditation Management System (CanAMS) database for family medicine programs
- Act as lead in identification, testing and roll-out of ongoing improvements on CanAMS to meet family medicine accreditation needs, including collaboration with accreditation team to determine immediate and future priorities.
- CFPC staff lead for CanAMS development meetings in collaboration with the Royal College

Secretariat

- Conduct system testing for updates requested by or impacting CFPC.
- Training of program partners and physician volunteers on CanAMS
- Manage the enhanced skills and family medicine program instrument build, including data key mapping and standards input.
- Develop and maintain Standard Operating Procedures (SOPs) for CanAMS use by CFPC staff, university partners, committee members, and physician volunteers/members.
- Oversight and supervision of staff work on CanAMS aspects of the portfolio for the CFPC.

Management of off-cycle reviews

- Develop external review schedules in collaboration with PGME offices and family medicine programs.
- Ensure that all relevant program partners are included in the two-day schedule (requires a clear understanding of the areas for improvement, and program and site intricacies)
- Provide support via phone, e-mail, and video conference to programs at all stages of external review.
- Develop, maintain and monitor timelines, work plans and schedules leading up to and following off-cycle accreditation reviews.
- Train physician volunteers/members, including a focused training session with resident volunteers.
- Manage program follow up within CanAMS (i.e., creation of areas for improvement (AFI) within instruments or the AFI tab, mapping of persistent AFIs)
- Track AFI resolutions.

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
- Project Management Certification is an asset.
- 5 Years of experience in a professional environment
- Verbal and written communication skills, with ability to express ideas and opinions clearly and effectively in
- Advanced Microsoft Office Suite
- Advanced Communication, Problem solving and analytical skills.

Working Conditions

- Some travel (< 10% of the time), including both in and out-of-town.

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.

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# 2024-09 to: careers@cfpc.ca by 23rd February 2024

The CFPC is committed to employment equity and diversity in the workplace and welcomes applications from women, visible minorities, Indigenous peoples, persons with disabilities, and persons of any sexual orientation or gender identity or expression. The CFPC is committed to fostering a healthy and positive work environment. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, The CFPC encourages applications from all qualified candidates and will accommodate applicants' needs throughout all stages of the recruitment and selection process. If selected to participate in the recruitment and selection process, please inform Human Resources of any accommodation(s) that you may require to ensure your equal participation.

We thank all those who apply but only those selected for further consideration will be contacted.