

## JOB OPPORTUNITY

### About the CFPC

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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<b>Position Title:</b>	Mainpro+, Professional Learning Plan, and Certificates of Added Competence Coordinator
<b>Department:</b>	Professional Development and Practice Support
<b>Division:</b>	Continuing Professional Development
<b>Reports to:</b>	Manager, Mainpro+
<b>Classification:</b>	Support Staff
<b>Status:</b>	Contract Full Time
<b>Contract end date:</b>	May 2 <sup>nd</sup> , 2025.
<b>Job Family:</b>	Professional Knowledge Worker
<b>Full Time Equivalent:</b>	1.0
<b>Salary Range:</b>	Min. \$61,606.80 Mid. \$77,008.56 Max.\$92,410.32

### Summary

*\*For the purpose of external posting, we have modified the title of the position to Mainpro+, Professional Learning Coordinator; however, the correct title is Mainpro+, Professional Learning Plan, and Certificates of Added Competence Coordinator\**

The Mainpro+, Professional Learning Plan, and Certificates of Added Competence Coordinator position, is responsible for providing services and support to individuals enrolled in the CFPC's Mainpro + program. This includes communicating Continuing Professional Development (CPD) requirements and available options, validating CPD activity submissions, and maintaining up to date participants files. This position is also responsible for providing support to CFPC members regarding the CFPC Professional Learning Plan (PLP) and Certificates of Added Competence (CACs), including troubleshooting PLP and CAC modules in

the Mainpro+ online platform, communication of specific CPD requirements related to CACs, and responding to members inquiries about the PLP.

#### **Main responsibilities include.**

##### **•Mainpro+ member support including PLP/CAC related issues.**

- Answer member inquiries via phone, email, live chat and scheduled Zoom calls.
- Provide high -level technical support to members who are unfamiliar with the CAC/PLP modules, in the Mainpro+ online platform where needed.
- Follow up or discuss with other departments, Member Care Centre or colleagues as needed to achieve a full resolution of identified issues.
- Review and approve credit submissions, transcripts, and requests for special consideration.
- Create reports to audit CPD entries, and to analyze PLP participation and CAC credit submissions.
- Data entry for direct credit entry.
- Coordinate PLP and CAC communications to Mainpro+ participants (example social media, weekly digest, email content).
- Attend in-person events and conferences to promote Mainpro+, CACs and PLP.

##### **• Related Duties**

- Ensures effective and professional communications with all internal and/or external contacts.
- Develops and maintains collaborative relationships at all levels of the organization in order to build trust and confidence in the services provided.
- Works in accordance with all CFPC policies, procedures and processes with all applicable legislation.
- Work in accordance with all health and safety requirements.
- Demonstrate behaviors aligned with the CFPC Values in Action.
- Contribute to delivering the overall work plan of the department and strategic goals of the CFPC.
- Participate in the development and/or execution of special projects as required.
- Participate on internal staff committees or working groups as required.
- Participate in the onboarding of new team members as required.
- Support the team and collaborate with colleagues to ensure departmental needs are met including absence coverage and cross-training as required.

#### **Requirements**

- Bachelor's degree in arts, science, business administration or commerce.
- Minimum 3 years of relevant experience in a professional service environment.
- 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 in an asset.
- Intermediate Microsoft Office Suite.
- Advanced communication and interpersonal skills.
- Intermediate problem-solving abilities.
- Core competencies: Continuous improvement, customer orientation, courage, stress tolerance, communication, collaborating, influencing, work standards and facilitating change.

#### **Working Conditions**

- Some travel <10% of the time, including 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. 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# 2024-04 to: [careers@cfpc.ca](mailto:careers@cfpc.ca) by March 26<sup>th</sup>, 2024.**

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

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.