



## Job Description

**Job Title:** General Counsel

**Reporting To:** Executive Director, Corporate Services

**Job Code:** DIR-027

**Reports To Job Code:** EXE-003

**Classification:** Management

**Reporting To:**

**Job Family:** Director

**Reports To Job Code:**

**Pay Grade:** 14

**Date Approved:** 16-MAR-2022

Department	Division
Corporate Services Administration	Corporate Services

### Direct Reports

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## Job Summary

The General Counsel is responsible for providing ongoing strategic legal advice on corporate and regulatory issues to support both the CFPC and FAFM to carry out their missions in compliance with applicable laws and regulations and at acceptable levels of risk. The General Counsel will be involved in a wide range of related activities, including but not limited to assisting in the negotiation and finalization of contracts, privacy, regulatory and compliance related engagements, security and management of data, intellectual property and corporate liability related matters (including insurance/indemnity coverage, by-laws).

## Duties and Responsibilities

### Essential Duties

- Oversees and manages all legal matters, excluding HR related matters, of College of Family Physicians of Canada (CFPC) and Foundation for Advancing Family Medicine (FAFM) which include: examinations, by-laws, contracts
- Provides expert and strategic legal advice on a broad range of national/provincial regulatory and compliance matters, including identifying areas of risk and making suggestions for improvement
- Leads complex legal matters including working with leadership in the creation of defense strategies and/or proactive strategies regarding major legal actions
- Provides counsel and advice concerning compliance with legislation and regulations
- Manages privacy program, enterprise risk management program
- Oversees a variety of complex assigned legal projects
- Holds the office of Privacy Officer of CFPC and FAFM
- Develops policies as required
- Develops templates and checklists for contracts
- Provides counsel and advice with respect to contractual agreements entered by CFPC and FAFM

- Reviews all contracts prior to their release for authorized signatures
- Participate as a member of the Senior Advisory Team
- Participate as a member of the Corporate Services Senior Advisory Team
- Participation and reporting as required as a member of the Leadership Team in College meetings, including but not limited to the CFPC Board, Executive, and other CFPC committees as related to this portfolio

### Related Duties

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

### Supervisory Duties

#### General Management Duties

- Develop, provide input, and/or implement Policies and Procedures
- Participation and reporting to the Board, and other committees of the Board as required
- Participation in College activities that may include Chapter Symposium(s) and Leader's Forum as required

### Education

Level of Education	Field of Study	Required/Preferred
Master degree OR Juris Doctor in Law	Law	Required

### Experience

Minimum Experience	Relevant Experience	Required/Preferred
8 years	relevant law firm, or in-house legal department work experience	Required

### Certifications and Professional Designations

Certifications/Professional Designations	Required/Preferred
In good standing with the Law Society of Ontario	Required

### Language Requirements

**Verbal and written communication skills, with the ability to express ideas and opinions clearly and effectively in**

**English.****Additional Language Requirements**

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French is an asset

**Knowledge, Skills and Abilities****Knowledge****Level**

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Canadian regulatory landscape, privacy and disclosure law, and other legal areas

Advanced

**Skills & Abilities****Level**

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Diplomatic skills

Advanced

Problem solving skills

Advanced

Ability to resolve highly controversial and/or sensitive issues

Advanced

Ability to negotiate with vendors, insurance companies and other legal counsel

Advanced

Analytical skills

Advanced

Ability to work in a professional manner with all levels of staff and external parties

Advanced

Budget management skills

Advanced

Ability to manage competing demands

Advanced

Ability to work well under pressure

Advanced

**Working Conditions****Evening and weekend requirements- include frequency and duration**

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- Flexibility to work after hours to attend to related CFPC meetings and issues which require timely action and/or response

**Travel requirements- Include frequency and duration**

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- Very little travel for meetings

**Physical Demands****Physical Demands**

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**Is a Physical Demands Analysis available for this position?**

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No

For a copy of the Physical Demand Analysis please contact HR.

**Competencies****Business Acumen**

Using one's knowledge of economic, financial, market, and industry trends to understand and improve individual, work group, and/or organizational results; using one's understanding of major business functions, industry trends, and own

organization's position to contribute to effective business strategies and/or tactics.

#### KEY ACTIONS:

**Analyzes** - Uses economic, financial, market, and industry information to identify trends, assess current business strategies and results, and/or evaluate specific business opportunities; identifies trends and anticipates their impact.

**Integrates** - Integrates economic, financial, market, and industry data from multiple sources to identify critical issues; articulates the implications of trends for own department or team as well as the broader organization.

**Understands business functions** - Understands the nature and interdependencies of organization functions and supporting processes (R&D, marketing, finance, operations, etc.).

**Understands the industry** - Understands the industry in which the organization operates (trends, customers, competition, market share, etc.).

**Leverages own understanding** - Uses understanding of business functions, the industry, and own organization's performance to maximize results, limit risk, and effectively contribute to team, own department, and/or broader organization results.

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#### Customer Focus

Ensuring that the internal or external customer's perspective is a driving force behind strategic priorities, business decisions, organizational processes, and individual activities; crafting and implementing service practices that meet customers' and own organization's needs; promoting and operationalizing customer service as a value.

#### KEY ACTIONS:

**Seeks to understand customers** - Actively gathers and leverages information to understand current and emerging customer business priorities, problems, expectations, and needs; seeks customer feedback and suggestions for improving products and services.

**Identifies customer service issues** - Identifies barriers that impact customer service and retention.

**Drives customer-focused practices** - Uses understanding of customer needs to institute processes, procedures, partnerships, performance expectations, and training that will improve customer satisfaction and prevent service issues from occurring.

**Assures customer satisfaction** - Sets priorities and makes decisions that consider customer impact; measures customer satisfaction and retention to ensure that customer solutions, practices, and procedures are carried out and achieve their objectives.

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#### Communication

Conveying information and ideas clearly and concisely to individuals or groups in an engaging manner that helps them understand and retain the message; listening actively to others.

#### KEY ACTIONS:

**Organizes the communication** - Explains the reason for the communication and its importance (including impact on the individual, team, and organization); stresses major points clearly and succinctly; follows a logical sequence.

**Maintains attention** - Keeps others engaged through use of analogies, illustrations, humor, vivid words, body language, and voice inflection.

**Adjusts to the listener** - Frames message to align with others' experience, background, and expectations; uses terms, examples, and analogies that are meaningful to others; translates technical terms when communicating with those who don't have a technical background.

**Ensures understanding** - Checks others' understanding of information communicated; presents message in multiple ways to enhance comprehension.

**Listens actively** - Seeks others' input and attends to their communication; asks clarifying questions and summarizes what others have communicated to check own understanding; correctly interprets messages and responds appropriately.

**Conveys a professional presence** - Creates a positive impression that commands attention and respect through appropriate body language, demeanor, and attire; demonstrates self-confidence; uses correct grammar.

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#### Cultivating Networks and Partnerships

Initiating and maintaining strategic relationships with stakeholders and potential partners inside and outside the organization (e.g., customers, peers, cross-functional partners, external vendors, alliance partners) who are willing and able to provide the information, ideas, expertise, and/or influence needed to advance understanding of business issues and achieve business goals.

**KEY ACTIONS:**

**Identifies partnership opportunities** - Creates a networking plan; scans the internal and external environment to identify the relationships that should be initiated or improved to achieve business goals.

**Reaches out** - Initiates collaborative relationships with targeted stakeholders and potential business partners; involves business partners to help make decisions and complete tasks.

**Expands mind-set** - Offers a broad organizational perspective that goes beyond the goals of one's immediate business unit or work role; questions assumptions about existing relationships; demonstrates flexibility when forming and adjusting partnerships to achieve broader goals; shows willingness to work across current boundaries.

**Strengthens partnerships** - Offers support, information, and resources to network partners; follows up on relationships to keep them active.

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**Strategic Influence**

Creating and executing influence strategies that gain commitment to one's ideas and persuade key stakeholders to take action that will advance shared interests and business goals.

**KEY ACTIONS:**

**Develops influence strategy** - Devises an influence approach that favorably positions one's ideas and own agenda while focusing on the shared goals of key decision makers; prepares an influence strategy that leverages supporting factors and breaks through barriers; adjusts influence strategy based on stakeholder reactions and perspectives.

**Ensures mutual understanding** - Uses open-ended questions to explore issues and clarify others' perspectives and goals; shares information to clarify the situation; discloses own goals, insights, and the rationale behind decisions, ideas, or changes.

**Makes a compelling case** - Presents logical rationale and recommendations in a manner that clearly links them to critical organizational, group, and individual priorities.

**Gains commitment** - Leverages shared goals to convince others to take action; seeks ideas; asks for agreement to next steps.

**Demonstrates interpersonal diplomacy** - Builds trust during the influence process by demonstrating sensitivity to others' needs, maintaining self-esteem, showing empathy, and offering support.

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**Coaching**

Engaging an individual in developing and committing to an action plan that targets specific behaviors, skills, or knowledge needed to ensure performance improvement or prepare for success in new responsibilities.

**KEY ACTIONS:**

**Aligns expectations for the discussion** - Opens the coaching session by describing the purpose and importance of the discussion; checks for understanding.

**Defines the performance challenge** - Explains and clarifies the need for improvement or preparation required for a new opportunity; articulates the impact on the individual, team, and organization; shares specific examples and relevant data.

**Maintains motivation** - Acknowledges the individual's value, progress, and contributions without minimizing the performance challenges; empathizes with individual concerns while emphasizing accountability for agreed-upon actions.

**Engages and involves** - Asks questions to further clarify the issues and their causes; collaboratively develops a plan by seeking and building upon the other person's ideas; balances seeking and telling.

**Offers support** - Provides assistance (directly or through others) by sharing suggestions for improvement, best practices, development resources, positive models, or opportunities for experimentation; expresses confidence in the person's desire and ability to perform effectively.

**Gains agreement** - Emphasizes the anticipated positive impact of planned actions on the individual, team, and organization; confirms the individual's commitment and buy-in to addressing the performance challenges.

**Establishes action plan** - Summarizes the specific actions the individual will take; assigns clear accountability, timeline, progress measures, and follow-up date; monitors progress and results; reinforces and redirects activities.

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**Inspiring Others**

Motivating individuals toward higher levels of performance that are aligned with the organization's vision and values.

**KEY ACTIONS:**

**Inspires effort** - Uses motivating words and actions to help others envision future success and move toward higher levels of performance; stimulates enthusiasm for potential contributions and accomplishments.

**Builds confidence in success** - Communicates high expectations for others' performance and confidence in their ability to excel.

**Models the vision and values** - Communicates passion for the organization's decisions and direction; uses the vision and values as guideposts for making decisions and conducting own day-to-day activities.

**Leads through vision and values** - Translates the organization's vision and values for employees and organizational partners by linking them to their daily responsibilities; shapes team or group priorities to reflect the vision and values; rewards associates whose actions support the organization's vision and values.

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### Driving for Results

Setting high goals for personal and group accomplishment; using measurement methods to monitor progress toward goals; tenaciously working to meet or exceed goals while deriving satisfaction from that achievement and continuous improvement.

#### KEY ACTIONS:

**Targets opportunities** - Systematically evaluates business opportunities, targeting those with the greatest potential for producing positive business results.

**Establishes stretch goals** - Establishes challenging goals for self and others that are designed to achieve exceptional business results.

**Achieves goals** - Works tenaciously to overcome obstacles and to meet or exceed goals; derives satisfaction from achieving "stretch" goals.

**Stays focused** - Remains self-disciplined; measures progress and evaluates results; reprioritizes as appropriate; prevents irrelevant issues or distractions from interfering with timely completion of important tasks.

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### Leading Change

Driving organizational and cultural changes needed to achieve strategic objectives; catalyzing new approaches to improve results by transforming organizational culture, systems, or products/services; helping others overcome resistance to change.

#### KEY ACTIONS:

**Identifies change opportunities** - Proactively recognizes a need and takes accountability for implementing an improvement and/or change; looks for opportunities to mobilize others to implement new solutions.

**Catalyzes change** - Creates momentum by taking immediate action and encouraging others to take action to improve organizational culture, processes, or products/services; offers resources and direction to support implementation; breaks down cultural and operational barriers to change; recognizes and rewards those who contribute to change efforts.

**Facilitates transition** - Strives to understand differences in reactions to change; helps others to overcome resistance to change by explaining the benefits and demonstrating sensitivity to fears or other negative emotions; engages others' commitment by seeking and using their ideas to plan the implementation.

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### Authenticity

Gaining other people's trust by demonstrating openness and honesty, behaving consistently, and acting in accordance with moral, ethical, professional, and organizational guidelines.

#### KEY ACTIONS:

**Openly discloses** - Shares information about oneself with others, acknowledging strengths as well as vulnerabilities; declares firm principles, values, motives, and intentions; represents information accurately and completely.

**Stays true to self** - Acts in accordance with one's own values, standards, and beliefs even when under pressure; ensures that words and actions are consistent across situations.

**Acts with integrity** - Adheres to moral, ethical, and professional standards, regulations, and organizational policies; keeps commitments to promised actions.

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### Courage

Proactively confronting difficult issues; making valiant choices and taking bold action in the face of opposition or fear.

#### KEY ACTIONS:

**Takes a stand** - Challenges popular values, opinions, and decisions to ensure that actions taken are in the organization's best interests; diplomatically says what needs to be said, even in the face of pressure or conflict; offers direct and candid feedback.

**Initiates bold action** - Takes critical action to achieve breakthrough results despite the uncertainty of outcomes; confronts difficult problems early.

**Takes personal accountability** - Accepts personal risks and/or consequences of failure and persists even in the face of opposition or fear.

### Positive Approach

Demonstrating a positive attitude in the face of difficult or challenging situations; providing an uplifting (yet realistic) outlook on what the future holds and the opportunities it might present.

### KEY ACTIONS:

**Instills confidence** - Communicates confidence in others' ability to succeed when people are faced with significant challenges or difficult odds.

**Provides a positive outlook** - Looks for and communicates the positive qualities and longer-term benefits of challenging situations (while facing the real problems).

**Uplifts spirit** - Uses an optimistic perspective to motivate others to try harder to achieve.

Please refer to the CFPC Competency Model and Framework – contact HR to obtain a copy.

## CFPC Values

### Title and Definition

#### Caring

- We create an environment where work/life balance is valued
- We make ourselves accessible and approachable
- We offer our knowledge and assistance
- We act and respond from a place of integrity
- We acknowledge strengths and positive attributes

#### Learning

- We view mistakes as a learning opportunity
- We encourage an environment that enables lifelong learning
- We are curious and open to new ideas
- We take on new challenges with a positive attitude
- We commit to personal and professional excellence
- We support professional development

#### Collaboration

- We work together as a team to make us stronger
- We listen to new ideas to achieve better outcomes
- We recognize that everyone has expertise
- We model open and honest communication
- We support a culture of giving and receiving feedback

#### Responsiveness

- We acknowledge communications and respond in a timely manner
- We provide thoughtful, thorough and respectful responses
- We address issues directly
- We take initiative and provide assistance
- We are engaged and connected when responding

#### Respect

- We are receptive and open to all opinions and ideas
- We work together as a strong, positive team
- We treat people the way we expect to be treated
- We embrace diversity and change
- We are mindful of deadlines and timelines

**Integrity**

- We take responsibility for our actions
  - We acknowledge and learn from our mistakes
  - We are professional and ethical
  - We stand by our organizational mission, vision and values
  - We deliver on our promises
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**Commitment to excellence**

- We strive to provide outstanding customer service to our members
- We give our best and bring out the best in one another
- We are dedicated to achieving quality outcomes
- We respond to the needs of our members
- We reflect our organizational values in our policies, procedures and processes

This job description is not all-inclusive and is intended to reflect the essential duties of the position as it currently exists. It is understood that these duties are subject to change, having regard to the needs of the organization.