

## 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 a Certification and Assessment Department Coordinator

**Posting #:** 2024-03  
**Department:** Certification and Assessment  
**Division:** Academic Family Medicine  
**Reports to:** Manager, Operations and Administration  
**Classification:** Support Staff  
**Status:** Permanent  
**Contract end date (if applicable):** N/A  
**Job Family:** Professional/ Knowledge Worker  
**Full Time Equivalent:** 1.0  
**Bilingual (English/French):** No  
**Salary Range:** Min.\$57,330.48 Mid. \$71,663.28 Max.\$85,995.84

### Summary

The Certification and Assessment (C&A) Department Coordinator supports all members of the C&A team under the direction of the Manager, Operations and Administration, with input from other department managers to ensure effective and successful planning, administration and organization of tasks, projects and initiatives associated with the design, development and delivery of certification examinations, Certificates of Added Competence and related department activities. The coordinator works

collaboratively with internal staff and external stakeholders, CFPC service departments, various committees and other relevant partners, including the CFPC membership. This role requires strong administrative and project coordination skills and experience to actively support, monitor and facilitate the timely delivery of operating plans and procedures and related strategic and project activities of the department.

## **Main Responsibilities include**

### **Administrative Coordination**

- Provide administrative support to the leadership group of the department.
- Coordinate travel and meeting needs, complete and submit documentation and update the shared Academic Family Medicine calendar for C&A committees/groups.
- Schedule virtual and in-person meetings, including venues for exam, training day and related activities
- Monitor and respond to general C&A phone and email inquiries in a timely manner.
- Process department invoicing including committee member and examination volunteer claims for honoraria and travel/accommodation expenses, consultant invoices, and staff reimbursements for CFPC events.
- Create, coordinate, and maintain adequate documentation, files, monitoring mechanisms and data for all department administrative processes.
- Collaborate with other coordinators and administrators within the division to develop and implement best practices, efficiencies and common processes.

### **Project Coordination**

- Provide administrative, project and committee support to the major strategic and operational initiatives of the C&A department, namely exam development and delivery and department projects.
- Prepare and distribute Exam Planning Committee (EPiC) agendas derived from approved department planning documents and quality reports.

### **Coordination of Department Communications**

- Foster and build effective relationships, and coordinate communications with the team, internal and external partners.
- Organize and disseminate work and related communications to internal and external audiences.
- Prepare, edit, and format letters, reports, and presentations using Microsoft Office.
- Coordinate the production, printing and mailing of certificates for Family Medicine and Certificates of Added Competence and the requisition of required data and resources.
- Monitor the need to update C&A website information and coordinate content accuracy, completeness, design, copyediting, translation and production to optimize candidate and examiner access and navigation.
- Support the planning and execution of department-sponsored webinars for examiners, applicants and candidates.
- Assist in the end-to-end planning and coordination of department/project retreats.
- Support the development and implementation of C&A department communication plans in collaboration with the CFPC Marketing and Communications Department.
- Support the collection and maintenance of Committee-related content and membership across multiple platforms e.g., College Constituent Relationship Management (CCRM), Shared Digital Platform (IGLOO), Group Communication Platform (TEAMS) and CFPC website.
- Coordinate the collection of relevant information and data for inclusion in exam reports and submit to Marketing and Communications for posting on the CFPC website.

### **Coordination of Department Quality Improvement Initiatives**

- Support the development, execution and monitoring of planned quality improvement initiatives.
- Organize meeting logistics and materials, provide support pre-, during, and post-meetings.
- Create surveys, collect and collate data, offer preliminary analyses, generate graphic reports and presentations as directed.
- Support the development and documentation of comprehensive standard operating procedures for the preparation and delivery of Family Medicine and Emergency Medicine examinations.
- Facilitate the examination and implementation of Equity, Diversity and Inclusion (EDI) requirements in all formal/public department information content.
- Coordinate department support and advancement of the New Examination Administration Tool (NEAT) project in collaboration with Information Technology.
- Participate in the development and/or execution of special Quality Improvement (QI) projects as required.

### **Administration of the Learning Management System**

- Act as the “Super Administrator” of the CFPC Learning Management System (TopClass).
- Support CFPC Examiners and other relevant stakeholders in enacting registration, security and user profile functions; serve as a key contact and helpdesk resource for all system users.
- Upload and format education/course content and support the creation of learning modules that incorporate: Tests, Videos, Question Pools, Online Activities and Instructor Led Training Activities
- Monitor and support examiner discussion forums.
- Track user progress on required learning modules, run reports, and issue notifications as indicated.

### **Requirements**

- Undergraduate Degree or Post-Secondary program equivalent in related discipline (e.g. human services, health science, social science).
- 3 years of previous experience.
- Verbal and written communication skills, with the ability to express ideas and opinions clearly and effectively in English.
- Intermediate Microsoft Office (Excel, Word, Power Point, Outlook).
- Advanced organizational, time management, judgement, resolution, analysis, attention to detail and accuracy skills.
- Ability to work independently as well as in a team.

### **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# 2024-03 to: [careers@cfpc.ca](mailto:careers@cfpc.ca) by February 1<sup>st</sup> 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.*