



## Job Posting

### About the CFPC

Representing more than 40,000 members across the country, the College of Family Physicians of Canada (CFPC) is the professional organization responsible for establishing standards for the training, certification and lifelong education of family physicians and for advocating on behalf of the specialty of family medicine, family physicians and their patients. The CFPC accredits postgraduate family medicine training in Canada's 17 medical schools.

**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 Change Specialist

<b>Posting #:</b>	<b>2021-69</b>
<b>Department:</b>	<b>Information Management</b>
<b>Division:</b>	<b>Information and Technology Services</b>
<b>Reports to:</b>	<b>Director, Information Management</b>
<b>Classification:</b>	<b>Support Staff</b>
<b>Status:</b>	<b>Contract (June 30, 2023)</b>
<b>Job Family:</b>	<b>Professional/Knowledge Worker</b>
<b>*FTE:</b>	<b>0.6 (3 days a week)</b>
<b>Level:</b>	<b>5</b>

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### Summary:

The Change Specialist will be responsible for the planning, development, execution, and monitoring of change management plans, collateral, and activities including communications related to training, change impact assessment, business readiness analysis, and change implementation for the CFPC Constituent Relationship Management (CCRM) Project. Reporting to the Director, Information Management and

working collaboratively with the Communications team, this key role will provide effective and creative approaches in designing, communicating, facilitating adoption, and ensuring successful implementation of the new enterprise CCRM solution and processes to drive the best member-centric CRM to deliver excellence in member experience, service, and engagement.

## **Responsibilities:**

Essential Duties include:

- Conduct effective change impact assessments, readiness assessments, and internal stakeholder analysis to maximize a smooth transition
- Define, plan, and execute change management requirements to support communication with staff, provincial Chapters, and members to support transition activities for the CCRM launch
- Ensure stakeholders are engaged and aware of project updates; understand process changes; learn and apply new procedures and processes
- Develop communications for a variety of audiences including CFPC staff, Chapters, members, and other stakeholders, change strategy, and action plans to strengthen and operationalize the CCRM implementation
- Create, maintain, and determine appropriate messaging and most suitable delivery methods with sequencing of information that builds from initial project kick off through to go live & post go live activities, in collaboration with the Communication team as required
- Document and communicate approved changes and their impacts to staff and other stakeholders with respect to new information, processes, job roles and responsibilities
- Support all CCRM users through the changes; identify and manage needs for additional training and learning as required
- Design and create communication materials, including emails, posters, animations, videos, surveys, newsletters, and SharePoint
- Work closely with internal teams to integrate change management activities into project plans where applicable
- Draft presentations and/or briefing notes for steering committee, senior staff, and other teams, identifying risks and issues relating to change functions or challenges as well as providing clarity, and opportunities to support and manage the change continuum for staff

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
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## **Requirements:**

- Undergraduate degree (BComm, BA), Communications or similar discipline

- Change management certification such as Certified Change Management Professional (CCMP), Change Management Specialist (CMS), or Certified Problem and Change Manager (CPCM)
- Demonstrated knowledge and implementation experience of Change Management frameworks and principles such as ADKAR, techniques and tools
- 3 Years' experience in communications in a similar position developing communications plans and creating professional communications materials for technology or digital transformation projects; emails, newsletters, presentations, videos, surveys, etc.
- Experience in enterprise technology projects and the ability to translate technical concepts and terminology into clear meaningful business messages to targeted audience
- Excellent listening skills
- Effective facilitation and influencing skills
- Excellent stakeholder management skills
- Strong conflict resolution and negotiation skills
- Team player and ability to effectively collaborate with others
- Highly effective verbal and written communication skills, with ability to express ideas and opinions clearly and effectively in English; French is an asset

#### Working Conditions:

- Open-concept office environment
- 8:00 a.m. – 4:00 p.m. or 8:30 a.m. – 4:30 p.m. or 9:00 a.m. – 5:00 p.m. 3 days a week
- Flexibility to work overtime at peak times may be required

**If you share our passion, and are committed to living our CFPC Values**

**Referencing the posting# 2021-69, please submit a cover letter, your résumé and portfolio showcasing writing samples of communications for change management to [careers@cfpc.ca](mailto:careers@cfpc.ca)**

Important Note: On April 9, 2021, our Executive Team approved our interim relocation guidelines and advised that while we are in Phase 1 of our Return to Office pandemic plan, all employees will continue to work remotely. We are in the process of examining our future New Way of Working model, including the possibility of a fully remote or hybrid remote workplace. Until that decision has been made, and otherwise communicated, our head office continues to be 2630 Skymark Avenue in Mississauga, Ontario. Except for identified senior-level positions, all new employees and internal employees who apply for new positions will be expected to commute to our office in Mississauga at their own expense if required to do so.

*The CFPC is committed to employment equity and diversity in the workplace and welcomes applications from women, visible minorities, Indigenous people, 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.*

*\*Full-Time Equivalent*

