



JOB OPPORTUNITY

About the CFPC

The College of Family Physicians of Canada (CFPC) is the professional organization that represents more than 45,000 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 Vision: Leading family medicine. Improving lives.

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 Values: Caring; Learning; Collaboration; Responsiveness; Respect; Integrity; and Commitment to Excellence.

Our Goals:

1. Advancing Family Medicine
2. One Unified Voice
3. Transforming the CFPC

Position Title:	Manager, Information Privacy
Vacancy#:	2026-01
Department:	Legal Services
Division:	Corporate Services
Reports to:	General Counsel
Classification:	Management
Status:	Permanent
Full Time Equivalent:	1.0
Salary:	\$114,138.96- \$142,673.76

Summary

Acting under the limited supervision of the General Counsel and Privacy Officer, the Manager, Information Privacy (MIP) is responsible for leading the development, implementation and maintenance of policies, processes, and tools related to privacy records management. As part of this role, the MIP provides privacy and record management advisory services (including in anticipation of and in response to privacy incidents), conducts privacy impact assessments (PIAs), and supports the Privacy Officer, as required.

Main responsibilities include but are not limited to:

Essential Duties

Develop, implement and manage the CFPC's information privacy and records management framework

- Lead the development, implementation and maintenance of an organizational privacy and records management framework, which includes to:
 - Review and audit existing information holdings, which will involve working with all business units to develop an inventory of the personal information they collect, what it is used for, where / how it is stored and retained, and how it is disclosed;
 - Develop, review and implement new or existing policies and procedures;
 - Monitor program compliance;
 - Investigate and track privacy incidents and breaches;
 - Develop and oversee the privacy impact assessment (PIA) process, including to perform reporting and tracking of recommendations/ issues raised during PIAs;
 - Conduct threat and risk assessments.
- Ensure compliance with applicable regulatory requirements reflective of industry best practices
- Oversee and supervise the implementation of multifaceted training, education, and awareness campaigns.
- Build and maintain constructive relationships and collaborate with staff across the College to foster a culture of privacy and to identify weakness in privacy practices, developing and implementing practical recommendations for process improvements.
- Collaborate with Information Technology Services (ITS) to ensure alignment between IT security and data governance, records management and privacy compliance programs, some of which include policies, practices and investigations, and to maintain and enhance technology to support the privacy and records management programs.

Provision of subject matter support and advice

- As the initial point of contact for internal and external privacy-related inquiries and requests:
 - Ensure CFPC policies, programs and systems comply with applicable privacy legislation and best practices, including to incorporate "Privacy by Design" principles.
 - Interpret and apply applicable privacy legislation, regulations, policies, standards or procedures to specific privacy issues, facts and scenarios.
 - Proactively identify and assess privacy risks and, in the event of a privacy incident, assist in investigating, responding and completing necessary privacy incidents reports.
 - Conduct privacy impact assessments (PIAs) or sPIAs for small to medium- complex initiatives.
 - Provide subject matter expertise, guidance, critical analysis, and support to business units, management and the Board.
 - Respond to internal and external inquiries and complaints regarding privacy, data handling and records management, ensuring timely and accurate responses within established privacy policies and frameworks.
 - Provide recommendations regarding data and privacy controls, balancing business enablement and policy compliance.
 - Support privacy breach management activities from intake, escalation and investigation to resolution
 - Support program and policy compliance oversight.

Oversight of records management coordination and support

- Provide strategic and operational oversight of the Records Management Coordinator (RMC), ensuring effective collaboration with business units to support the organization's privacy and records management program.
- Guide the RMC in the development and implementation of standardized, organization-wide and project -level privacy and records controls.
- Ensure alignment with privacy compliance requirements and best practices, including the integration of Privacy by Design principles into business operations.
- Oversee the development of program metrics, assessments, and reporting mechanisms to monitor and drive continuous improvement and privacy records management practices across the organization.

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.

General management duties

- Develop, provide input, and/or implement Policies and Procedures.

Supervisory duties

- Implement staffing plans of the team/department.
- As a Hiring Manager for direct reports, collaborate with Human Resources to develop recruitment plans based on staffing needs, participate in internal and external job candidate selection, including screening, conducting interviews, testing, and onboarding. Authorize all hiring/promotional decisions, ensuring compliance with all related policies and regulations.
- Implement adequate staffing levels for all direct reports to ensure service delivery and manage requests for time off in the CFPC Time Management System.
- Set performance goals and project deadlines that align with CFPC vision, mission, strategic plan, and team/departmental priorities in consultation with the Director. Organize workflow, delegate work to employees, monitor and address issues with productivity or work quality, track progress, and provide constructive feedback and coaching.
- Supervise direct reports and manage the performance of individuals through ongoing coaching, feedback, and development to motivate, engage and drive a high performing team.

- Promote and model the highest level of service (internally and/or externally) and ensure that direct reports deliver a maximum level of service and satisfaction is achieved and maintained. Work quickly to resolve complaints.
- Determine rewards and recognition within established policies and guidelines, both formal and informal, based on performance.
- Serve as an appropriate communication link between employees and all levels of management ensuring that everyone is kept informed.
- Ensure adherence to legal and organizational policies and procedures and undertake disciplinary actions if the need arises.
- Adhering to budget policies and procedures, and in consultation with Finance, manage operating and capital budgets for the team/department, including forecasting estimated and actual costs. Ensure cost control and expenses are in alignment with the budget.

Requirements

- Undergraduate Degree in health informatics, law, public or business administration or another relevant field.
- Master's degree, LL.B./ JD degree is an asset.
- Certification and designation in either CIPP/C (Certified Information Privacy Professional/Canada) or Privacy and Access Counsel of Canada (PACC).
- Recognized security certification or designation would be an asset.
- Licensed to practice law in Ontario and a member in good standing of the Law Society of Ontario would be an asset.
- 5 years of related experience.
- 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 being an asset.
- Advanced knowledge of privacy law, communications management, business acumen, customer service principle and practices, process improvement, writing and editing, privacy legislation and data privacy legislation.
- Intermediate knowledge of Microsoft 365 collaboration tools and Microsoft Suite.
- Advanced communication, consultation, negotiation, influencing, documentation, financial management and diplomatic skills.
- Advanced ability to balance multiple demands and priorities, to build and maintain close working relationships with key interest holders, ability to resolve complex issues.
- Related competencies: business acumen, customer focus, courage, positive approach, communication, building partnerships, influencing, building talent, inspiring others, driving for results and facilitating change. Click [here](#) for further details.

Working Conditions

- Evening and weekend requirement as needed.
- Some travel (<10% of the time) as needed to fulfill their duties both in and out-of-town.
- No physical effort required.
- Occasional periods of physical strain (e.g. prolonged sitting)

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. In accordance with our Hiring Policy, at this time we are only considering applicants who live in the Greater Toronto Area. Our current hours of operation are Monday to Friday 8am to 5pm Eastern Time.

There is 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 vacancy# 2026-01 to: careers@cfpc.ca by January 30th, 2026

We thank all those who apply for this opportunity. Only external applicants 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.

Throughout the recruitment and selection process, please advise Human Resources if you require any accommodation(s).