



JOB OPPORTUNITY

About the CFPC

The College of Family Physicians of Canada (CFPC) is the professional organization that represents more than 46,000 members across the country. The CFPC 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.

Position Title:	Manager, Practice Support Programs
Vacancy#:	2025-11
Department:	Professional and Practice Support
Division:	Professional Development and Practice Support
Reports to:	Director, Programs and Practice Support
Classification:	Management
Status:	Permanent Full Time
Full Time Equivalent:	1.0
Salary Range:	Min. \$102,799.44 Mid.\$128,498.88 and \$154,198.80

Summary

The Manager, Practice Support Programs manages the work of revenue generating business units in the Programs and Practice (PPS) Department at the College of Family Physicians of Canada (CFPC), providing operational and strategic implementation in alignment with the Department's and the CFPC's strategic priorities. With a focus on revenue generation, the Manager, Practice Support Programs builds synergy amongst these programs and other activities within the Professional Development and Practice Support (PDPS) Division, across the CFPC and with partners and stakeholders, including Provincial Chapters. The Manager, Practice Support Programs leads the internal controls process, contributing to the overall development and implementation of programs including marketing and sales strategy. The position is accountable for the development and implementation of operational plans and budgets for the department and assigned programs and projects. The Manager, Practice Support Programs plans, negotiates

and prepares business proposals and reports (i.e. letters of intent, memoranda of understanding, contracts and other agreements) and make recommendations to Executives. The position is specifically responsible for the oversight, management, and strategic direction of the Self Learning and CFPC Learn Programs.

Main responsibilities include but are not limited to:

Essential Duties

Self-Learning Program (SLP) and CFPC Learn Program:

- Provide operational and strategic guidance to all aspects of the program's business development to ensure its continued relevancy to family physicians and to sustain the revenue stream for CFPC.
- Direct and guide the work of the Self Learning National committee and question writers, partners, consultants and vendors, offering respectful challenge and experienced-based insight to drive positive partnerships, high quality outputs and products.
- Oversee the Programs' customer service strategy, developing recommendations and collaborating with leaders within key departments including the Membership, Mainpro+, IT and Marketing and Communications Departments to ensure optimal service delivery.
- Ensure that escalated and complex subscriber issues are resolved timely and satisfactorily.
- Develop strategies to create synergies and efficiencies between the two programs both in internal operations and staffing to ensure optimal business effectiveness and resource management.
- Take a lead role in collaboration with other CFPC departments, to create and operationalize a sales and marketing strategy to maximize programmatic revenue generation.
- Collaborate with the Manager, Knowledge Experts and Tools (KET) and KET team to coordinate the develop of content for CFPC Learn.
- Oversee the Program's growth strategy, value creating strategy through strategic planning, operating model design, investment analysis and enterprise cost reduction exercises.
- Champion quality in the Program delivery to foster innovation, continuously improve, streamline and maintain cost effectiveness.
- Lead business development activities, including writing/reviewing proposals, case studies, business cases, backgrounders, etc.
- Serve as the strategic advisor to the Self Learning National Committee and CFPC executives on a variety of issues including strategic and operations planning, risk management and growth opportunities.

Business Development and Project Management:

- Support the PDPS senior leadership to manage strategic partnerships with key stakeholders to ensure alignment:
 - This includes two standing arrangements: Choosing Wisely Through Primary Care and Advances in Labor and Risk Management (ALARM).

- Act as the department/division lead provide project management oversight to support large scale innovation/productivity improvement projects as required:
 - This involves managing multiple projects; ensuring appropriate integration of department/division activities; negotiating changes in plans, resources and strategy to align with CFPC strategic goals.
 - This includes oversight of arising large projects with external partners/funding of high value/consequence, particularly with impact in multiple CFPC sections/departments (e.g. physician wellness) Provide strategic advice to CFPC executives and represents the CFPC as the subject matter expert.
- Lead business development activities, including participating in knowledge translation.

Department Internal Controls:

- Support the Director, PPS and Executive Director, PDPS in building and managing high performing multidisciplinary teams through a variety of department-wide initiatives including team building, internal controls (budget, HR and other resource management), marketing and communication strategy, policies and procedure developments, reporting and data analysis
- Act as a primary contact for overall PPS budget review, compilation, and preparation
- Access and review confidential material including staffing issues, membership information, position papers and grievances/complaints/issues with stakeholders.
- Plan and manage grant-seeking with identified partners, proposal writing, reporting, cultivating partnership with funders and partners and marketing and communications.
- Manage externally funded grants.
- Mentor and train peers; coordinate work regarding matters of operational efficiency.

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.

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.

General management duties

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

Requirements

- Bachelor's degree in business, Healthcare or related field.
- 5 Years of relevant professional leadership experience.
- 5 years of experience in budget development and managing resources.
- 5 years of experience with the development, sales and marketing of practice tools and/or educational content.
- Certificate in Sales, Project Management or Program Evaluation.
- 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 is an asset.
- Advanced knowledge of business management, budget planning, sales and marketing.
- Advanced knowledge of project management methodologies and program development and evaluation.

- Advanced knowledge of customer service principles and practice.
- Advanced Business Intelligence tools.
- Intermediate knowledge of continuing professional development principles.
- Intermediate knowledge of CRM Systems, Microsoft Suite and Collaboration Suite.
- Advanced ability to manage multiple projects simultaneously.
- Advanced supervisor, budget management, communication, prioritization and analytical skills.
- Advanced ability to gather and document business requirements.
- Advanced marketing strategies and interpersonal skills.
- Advanced ability to communicate with other healthcare leaders.
- Ability to work with committee members and external consultants/ groups.
- Related competencies: business acumen, customer focus, courage, positive approach, communication, building partnerships, influencing, building talent, inspiring others, driving for results, and facilitating change.

Working Conditions

- Occasional evening/weekend work as needed.
- Occasional travel including evening/weekend hours related to attend committee meetings and conferences.
- Occasional lifting boxes up to 50 lbs for conference booths.

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 Eastern 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 vacancy# 2025-11 to: careers@cfpc.ca by April 30th, 2025

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).

