



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 Self Learning Program Coordinator (Bilingual)

Posting #:	2021-35
Department:	Programs and Practice Support
Division:	Professional Development and Practice Support
Reports to:	Program Manager, Self Learning Program
Classification:	Support Staff
Job Family:	Professional/Knowledge Worker
Status:	Contract (Feb 2022)
*FTE:	1.0
Level:	3B

Summary

The Self Learning Program (SLP) Bilingual Coordinator supports the SLP Manager, the Self Learning Committee, and operational aspects of the Self Learning continuing professional development (CPD) program. The position coordinates the services and support to program subscribers and potential clients, as well as plays a key role in the production and promotion of the program. The position will contribute to SLP process improvement initiatives to enhance the subscriber experience. The position will also be

responsible for implementing the SLP work plan and contributing to SLP planning activities to foster alignment with the department's and CFPC's strategic priorities.

Responsibilities

Essential Duties include:

Production of Self Learning

- Create first draft of SLP issues, following specific guidelines
- Prepare materials to provide to graphic designer for page layout
- Prepare materials for translation of French version
- Assist with editing, proofreading, and testing of both online and print versions
- Assist with production and development of online version
- Work with Information Services to source articles and prepare articles for medical editor review
- Prepare mailing lists for print version

Self Learning Membership Database Maintenance/Customer Service

- Principal bilingual contact for SLP - Knowledge expert on SLP offerings, options, and related CPD requirements
- Handling of member information in a confidential manner
- Process new subscriptions, renewals, refunds, and payment adjustments
- Respond to information requests via phone and email in a professional, timely and accurate manner
- Data entry, verification, and adjustments in member databases (SLP database, CMEMS, and Mainpro+ system)
- Cross-checking data between various sources to ensure data quality and accuracy
- Liaise with Membership Services and Mainpro+ representatives to verify information and to keep informed on updates relevant to SLP reviewing and verifying financial reports related to SLP payments

Promotion of Self Learning

- Works in conjunction with other Department staff to contribute to the department's promotion of programs and practice tools
- Coordination of the roll out of the SLP marketing and communications strategy, and oversight of various campaign launches (i.e., eNews, conferences/events). This includes:
 - Managing and updating email and social media schedules
 - Working with Communications department to prepare social media posts; Prepare and send email campaigns using Constant Contact; Prepare complementary and promotional mailings; Assist with the development and production of various promotional materials; Promote the Self Learning Program at national and provincial conferences.

Self Learning Committee

- Acts as primary contact for committee members and question writers

- Works closely with the SLP Assistant Manager and Committee chair to set agendas and create related background materials
- Coordinates the creation and distribution of question review packages and associated tracking activities
- Conduct question review notation at committee meetings and answer related questions from members
- Coordinates off-site meeting logistics (location, catering, AV, social activities, etc.)
- Assisting members with travel and accommodation expense reimbursements
- Coordinates the honoraria process for committee members and question writers

General

- Act as SLP subject matter expert for IT and other special projects as required
- Act as backup for the Mainpro+ coordinator team as required
- Provides functional advice and support to other department staff related to area of work
- Supports the integration between the SLP work and other PPS department work
- Provides project coordination support for SLP and department special projects as required
- Works in conjunction with other Department staff to contribute to the CFPC's budget processes including expenditure tracking and reconciliation; budget forecasting and planning, etc.
- Producing reports and backgrounders for Board and committee/working group meetings
- Work in collaboration with other department staff to contribute to the achievement of the department's objectives as established by the College

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

Requirements

- Post-secondary education – College/University level in administration or equivalent
- Minimum of two years of related work experience in a professional environment
- Strong interpersonal and service-orientation skills
- Demonstrated excellent organizational and follow-up skills with the ability to prioritize and to meet deadlines
- Proven attention to detail with an eye for accuracy
- Experience working in a member-based, professional and/or healthcare organization is an asset
- Able to function independently to exercise discretion and judgment in sensitive matters

- Proficient in Microsoft Office software and information system databases
- Verbal and written communication skills, with ability to express ideas and opinions clearly and effectively in English and French

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. Monday to Friday
- Some travel within Canada may be required to support national and provincial conferences and off-site committee meetings

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

please submit a cover letter and your résumé referencing the posting # 2021-35 to: 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 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*

