



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 Patient's Medical Home Liaison Officer

Posting #:	2021-55
Department:	Health Policy and Government Relations
Division:	Member and External Relations
Reports to:	Manager, Health Policy and Government Relations
Classification:	Support Staff
Status:	Full-time
Job Family:	Professional Knowledge Worker
*FTE:	1.0
Level:	4

Summary:

The Patient's Medical Home is the CFPC's vision for the future of family practice in Canada, encompassing comprehensive, continuous, community-based care provided by a collaborative team with the needs of the patients at the centre. The Patient's Medical Home (PMH) Liaison Officer facilitates the advancement of the Patient's Medical Home initiative through stakeholder analyses and engagement, outreach, and

relationship-building. Looks after a variety of PMH audiences, including CFPC members, Provincial Chapters, academic family physicians, elected officials and government agencies as well as partner organizations, PMH Steering Committee and CFPC staff. Supports the development and advancement of the PMH vision through research, evidence analysis, preparation of internal and external summaries, and providing support to projects and events relevant to the PMH.

Responsibilities:

Essential duties include:

- Frequent outreach and relationship-building with relevant stakeholders, ensuring the PMH continues to meet strategic priorities of relevant partners and they understand and appreciate value of the PMH
- Creation and execution of communication plan to relevant stakeholders including regular updates on PMH progress, relevant deliverables and summaries, newsletters, social media features etc.
- Maintain and regularly update stakeholder records relevant to the development of the PMH
- In collaboration with relevant staff, proactive monitoring of emerging evidence and policy initiatives relevant to development of the PMH, submitting regular reports on relevant developments
- Contribution to the ongoing development of the PMH workplan in alignment with the CFPC strategic plan
- Contribute to the creation of PMH deliverables including best advice guides, summaries, assessment tools and promotional materials
- Coordinate the functioning of the Patient's Medical Home Steering Committee, including work plan maintenance, meeting logistics and member support
- Maintain and update the PMH website with new information. Proactively provide website analytics and recommend opportunities for development and promotion of the website.
- Maintenance of PMH repository of materials, including branding, templates, document libraries and physical copies when relevant
- Represent the PMH at internal and external meetings as required
- Maintain the tracking database of external requests received by the CFPC, including production of regular reports for the Board of Directors

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:

- Undergraduate Degree
- Minimum of 3-5 years of related professional experience
- Understanding of health care system functioning and policy change implications, ability to apply this knowledge in writing
- Experience in stakeholder management and partnership/relationship-building, balancing competing priorities
- Knowledge of the roles and responsibilities of a variety of stakeholders in health policy, government and academia, ability to apply this in stakeholder management
- Experience in conceptualizing, creating and disseminating educational/promotional materials, including social media and online fora
- Research, report writing and ability to summarize data into concise reports supporting key advocacy initiatives
- Initiative and creativity, ability to complete projects independently and support colleagues
- Advanced knowledge of MS Office (Outlook, Word, Excel, and PowerPoint)
- Excellent organizational skills, including strong attention to detail
- Website maintenance using WordPress and interpretation of web analytics are assets
- Verbal and written communication skills, with ability to express ideas and opinions clearly and effectively; 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. Monday to Friday

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

please submit a cover letter and your résumé referencing the posting# 2021-55 to: careers@cfpc.ca by October 21, 2021

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

