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 Manager, Language Services

Posting #:     2022-14
Department:    Marketing and Communications
Division:     Member and External Relations
Reports to:     Director, Marketing and Communications
Classification:     Management
Status:     Permanent
Job Family:     Manager
Full Time Equivalent:   1.0
Bilingual (English/French): Yes
Summary
The Manager, Language Services is responsible for ensuring quality editorial and translation of CFPC materials in both print and electronic formats, including the CFPC and FMF websites and social media.

In collaboration with the Director and the Marketing and Communications leadership team, the Manager conceptualizes and communicates linguistic strategies, maintains internal staff resourcing and workflows, and liaises with stakeholders to ensure projects are of high quality and delivered effectively.

The Manager contributes to the development and implementation of the CFPC’s long-term marketing and communications vision by providing insight into linguistic strategies, introducing best practices and a variety of approaches to support the organization’s outreach activities.

Main Responsibilities

Essential Duties:

Language Services:
• Liaises with CFPC staff at all levels and external vendors to obtain or provide information required for editorial, linguistic, and translation requirements
• Implements processes related to the development of materials, content, and translation activities
• Oversees the creation, development, and production of a wide variety of materials to meet established timelines and budgets
• Provides quality control on project initiatives
• Drafts corporate policies and procedures for language services translation and copy-editing to support the CFPC’s vision and mission including:
  o Reviewing and confirming workflows and scope of practice for editors:
  o Reviewing criteria for determining when text should be translated and/or copy-edited
  o Applying our current screening process for selecting translators and copyeditors
  o Defining and refining language services processes
  o Approving invoices from external providers
• Oversees the maintenance of an enhanced terminology lexicon, consisting of English and French terminology
• Leads the development of a style guide both for English and French documents
• Provides quality assurance for complex editorial and translated documents

Team Leadership
• Oversees and leads the activities of the Language Services team including the provision of quality products
• Manages and prioritizes staff time to fulfill cyclical and new projects
• Develops team members and actively supports their professional development
• Participates in and reports to internal committees including but not limited to Executive Team, Senior Team and other committees as related to this team
• Manages the annual budget lines associated with Language Services

Related Duties:
• Ensure effective and professional communications with all internal and/or external contacts
• Develop and maintain collaborative relationships at all levels of the organization in order to build trust and confidence in the services provided
• Work in accordance with all CFPC policies, procedures and processes with all applicable legislation
• Work in accordance with all health and safety requirements
• Demonstrate behaviours aligned with the CFPC Values in Action
• Contribute to delivering on the overall work plan of the department and strategic goals of the CFPC
• Participate in the development and/or execution of special projects as required
• Participate on internal staff committees or working groups as required
• Participate with the onboarding of new team members as required
• Support the team and collaborate with colleagues to ensure departmental needs are met including absence coverage and cross-training as required

**Supervisory Duties:**
• 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.
• 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.
• Supervise direct reports and manage the performance of individuals through ongoing coaching, feedback, and development to motivate, engage and drive a high performing team.
• 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.
• Determine rewards and recognition within established policies and guidelines, both formal and informal based on performance.
• 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.
• 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.
• Implement staffing plans of the team/department.

**General Management Duties:**
• Develop, provide input, and/or implement Policies and Procedures

**Requirements**
• Bachelor’s Degree in Translation
• 5 years experience in linguistics, translation, editorial services
• 2 years translation experience in health care/ medicine
• Verbal and written communication skills, with the ability to express ideas and opinions clearly and effectively in French and English
• Intermediate knowledge in Microsoft Office Suite
• Advanced listening, discretionary, judicious, diplomatic skills
• Ability to work in a professional manner with all levels of staff and external parties
• Advanced negotiation, creative, entrepreneurial, organizational, management skills
• Ability to work independently

**Working Conditions**

• 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. 5 days a week
• Occasional evening and weekend meetings
• Some travel related to CFPC and stakeholder 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# 2022-14 to: careers@cfpc.ca by March 15, 2022

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.