

The logo consists of a purple square containing a stylized white graphic of a family unit: a central circle with two smaller circles above and below it, all enclosed within a square frame.

FAMILY PRACTICE RENEWAL PROGRAM

PROGRAM COORDINATOR, PRACTICE IMPROVEMENT

Parental Leave Replacement

The Newfoundland and Labrador Medical Association and the Department of Health and Community Services have established a Family Practice Renewal Program (FPRP) to improve the delivery and effectiveness of family practice in the province, as part of a more integrated primary health care system to improve patient outcomes.

The Program Coordinator, Practice Improvement, is a full-time position reporting to the Senior Program Consultant responsible for the Practice Improvement Program (PIP). The Program Coordinator will work with the Sr. Program Consultant and FPRP team to provide support for provincial PIP initiatives and events offered by the central office, as well as work with Family Practice Networks (FPNs) to administer and coordinate local Continuing Professional Development (CPD) programs at the FPN level. 0.5 FTE of this role will be dedicated to provincial PIP initiatives and 0.5 FTE will be dedicated to local FPN CPD programs.

RESPONSIBILITIES

This position will:

- Coordinate and provide support for all PIP initiatives, including a new program aimed at supporting physicians and their staff in implementing Quality Improvement initiatives
- Apply standard project management best practices and methodologies to effectively manage program objectives
- Conduct research, analysis and provide data support for PIP
- Provide logistical support for large and/or provincial PIP events, conferences
- Work with the FPNs and Collaborative Services Committees (CSCs) to translate strategic priorities into CPD needs assessments and proposals/funding requests
- Lead, coordinate and work with physician and other subject matter experts to develop CPD content, accredited and non-accredited, as per approved funding requests
- Work closely with FPNs and FPRP staff across all program areas to support and coordinate programs
- Maintain an active and current knowledge of FPN strategic plans, CSC priorities and operational activities, as these relate to CPD needs
- Support contract and project management
- Develop and maintain a provincial repository of PIP resources and tools
- Provide support to the CPD certification process
- Provide support for implementation of PIP evaluation plans

- Maintain strong relationships with key stakeholder groups including family physicians, Family Practice Networks (FPNs), NLMA, Department of Health and Community Services, Newfoundland and Labrador Chapter of the College of Family Physicians of Canada (CFPC), Memorial University of Newfoundland, and Regional Health Authorities
- Provide support to other FPRP initiatives and program areas, as required

EDUCATION/EXPERIENCE

Bachelor's Degree in Business Administration, Health/Public Administration, Health Policy, Organizational Development, or a related area. 3 years' experience in similar work, or equivalent combination of education and experience. Knowledge of and experience in primary health care, family practice environments, physician practice models, management consulting, organizational development, and working with physicians, government, and regional health authorities, would be considered assets.

KNOWLEDGE AND SKILLS

- Knowledge of educational design, adult learning, and program evaluation principles
- Knowledge/experience in program research and proposal development
- Knowledge/experience in change management and organizational development
- Effective writer and facilitator with an attention to detail and the ability to think and decide quickly and efficiently
- Ability to effectively manage concurrent projects and related activities
- Comfortable with ambiguity of content and process
- Strong interpersonal and written/oral communications skills
- Excellent listening and investigative query skills
- Flexible and able to work in a dynamic and demanding environment
- Strong problem-solving skills, with a process perspective, self-motivated, results-driven and action oriented
- Ability to develop effective relationships with partners and stakeholders
- Proven abilities to organize and multi-task, set and meet deadlines
- Ability to self-learn through ongoing research, analysis, and application to skill development
- Proficiency in MS Office software applications including Word, Excel, PowerPoint, and Outlook

WORKING CONDITIONS

- This is a parental leave replacement position of up to 12 months assuming August start to end of term if incumbent does not return earlier.
- Travel will be required, mostly within province. Travel estimated at 15-25% of overall work hours, depending on activity cycles.
- FPRP provides competitive compensation and employee benefits.
- Annual base salary of \$70,000.

TO APPLY

Interested candidates should apply in confidence with a resume and cover letter by e-mail to fprp@nlma.nl.ca or in writing to:

Attn: Paula Hanrahan

Senior Program Consultant
Family Practice Renewal Program
164 MacDonald Drive, St. John's, NL A1A 4B3

Closing Date: July 9, 2021

We thank all applicants for their interest; however, only those selected for an interview will be contacted.