

## Job Description:

### Primary Care Network (PCN) Coordinator

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#### North Shore Division of Family Practice Summary:

The North Shore Division of Family Practice is a local not-for-profit organization funded by the Government of British Columbia and Doctors of BC, and is part of a province-wide initiative designed to improve patient care, increase family physician influence on health care delivery and design, and enhance professional satisfaction for physicians. The North Shore Division has over 250 family physician members, is led by a Board of Directors, and works in collaboration with Vancouver Coastal Health, BC's Ministry of Health, and community organizations.

#### Role Summary:

Reporting to the PCN Director or delegate, the coordinator collaborates with PCN team to implement projects, provide administrative and logistical support, increase physician engagement, and facilitate communication between stakeholders to develop three Primary Care Networks on the North Shore. The role works with physicians, health authorities, First Nation communities, and other stakeholders to increase access to quality primary care on the North Shore.

#### Primary Duties and Responsibilities:

- Provides support to program leaders on projects and initiatives in the Primary Care Network portfolio.
- Supports the development and implementation of project work plans, coordinates project activities, and identifies strengths and gaps related to the implementation of PCN's.
- Supports member and stakeholder engagement activities; builds and strengthens relationships between the Division and its members (physicians), project partners, and other internal/external stakeholders.
- Organizes and facilitates meetings; works with stakeholders on agenda setting, prepares and distributes meeting material, identifies, tracks,
- and follows up on action items.
- Provides reports on PCN implementation activities and outcomes, and communicates progress to PCN project team, senior leaders, Division members, and/or funding partners.
- Develops resources for members and the public, including manuals, communication briefs, emails, and web-site updates.
- Collaborates with evaluators to implement evaluation and quality improvement initiatives; collects, analyzes, and reports on data, and conducts general research as required (surveys, etc).
- Prepares budgets, monitors project/program expenses, processes invoices, and prepares variance reports as necessary.

- Collaborates with colleagues to streamline and optimize operational processes and procedures.
- Other duties as required.

### **Qualifications:**

University degree in a relevant discipline and minimum 3 years' experience leading and/or coordinating projects or multi-stakeholder change initiatives in a healthcare setting; an equivalent combination of education and experience may be considered. Previous experience working with physicians is an asset.

### **Skills and Abilities:**

- Demonstrates knowledge of BC health care delivery systems; utilizes knowledge to develop strategies to support project goals and achieve intended outcomes.
- Utilizes initiative, critical thinking, and creative problem-solving abilities to develop and implement plans and realize project completion.
- Excellent verbal and written communication skills and ability to communicate in a compelling, clear, and understandable manner with physicians and other stakeholders.
- Excellent interpersonal and relationship building skills with proven diplomacy, and ability to liaise with physicians and stakeholders in a professional and courteous manner.
- Ability to handle multiple projects, and works effectively under time pressure to meet deadlines, balance work priorities, and resolve issues in a timely manner.
- Attention to detail, accuracy, and thoroughness when maintaining and summarizing information, data, and records.
- High proficiency in Word, Excel, Outlook, and PowerPoint.

### **Working Conditions:**

- Full-time, office-based.
- Monday – Friday during business hours 9 AM – 5 PM.
- Ability to accommodate some evening and early morning meetings.
- Ability to travel to meetings and physician medical practices in the community.