Job Title: **Patient and Family Engagement Lead**  
Employer: Chilliwack Division of Family Practice  
Location: Remote and Chilliwack, Agassiz-Harrison, Hope Local Health Areas  
Hours of work: 20-30 hours/week. This position will require availability for evening and weekend work to accommodate patient and families. (Note: We are open to applicants from qualified Consultants for this role.)  
Start date: As soon as possible

**The Opportunity**

Work and make a difference in your community. The Chilliwack Division of Family Practice is a non-profit society that represents family physicians in Chilliwack, Agassiz, Seabird Island and Hope. We also have nurse practitioners, medical residents, and medical students as associate members. Our members provide primary care services from Chilliwack to Boston Bar and we strive to improve health care services for patients by supporting an engaged and collegial medical community.

The position works as part of the Chilliwack and Fraser Health Rural Primary Care Network (PCN) team. The vision of the PCN an integrated, collaborative community-based system for health that ensures seamless and coordinated care for patients. The PCN supports 4 specific strategies: ensuring access and attachment to primary care, building interdisciplinary teams, supporting patients to transition to community-based organizations and the specialized community service continuum and incorporating spiritual wellness advisors and specific resources for indigenous community. The PCN is working to achieve a system characterized by culturally safe care, clear communication, comprehensive primary care, both virtual and in person care, same day access and extended hours of care. Patient and family engagement is a vital component to these strategies and characteristics.

The Patient and Family Engagement Lead works closely with the PCN Managers to ensure significant active and meaningful engagement of persons with lived experience in PCN planning, service design, service delivery and evaluation work. They are also responsible for ensuring patients and family members can participate effectively within the PCN’s governance structure.

The role leads the development of research and advisory bodies focused on understanding the patient experience. They are responsible for creating opportunities for the discussion of issues and opportunities from the patient-perspective and translating findings for the broader group of PCN stakeholders. The lead systematizes learnings to increase understanding of the challenges experienced by patients and support the development of a responsive system.

The Patient and Family Engagement Lead enables patients to contribute knowledge that is relevant to the development of service access, referral and flow pathways, supporting the PCN to develop innovative ideas and approaches for care that is seamless from the perspective of patients and family members.

**Duties & Responsibilities**

* Develops the patient and family engagement strategy, emphasizing the involvement of vulnerable populations in service planning, design and evaluation, utilizing best practices in patient engagement.
* Outreaches to relevant community partners to recruit advisors with lived experience as members of key populations for the PCN, i.e. persons with mental health and substance use challenges, rural populations, indigenous populations, gender diverse populations, young persons.
* Develops strong relationships with patients, family members and community partners to provide ongoing support to enable the participation of patients and family members in the PCN.
* Develops and implements an approach that elicits perspectives from patients and family members on the challenges and successes they have experienced with primary care access and attachment, and coordination with the broader health system - this approach will likely be multi-pronged including community-based research, and the development of an advisory council and a network of patient advocates.
* Translates learnings from patient and family engagement activities into documents, reports, stories focused on challenges and successes, and communicates information to inform and shape PCN activities, strategies, services and evaluation activities.
* Other duties as needed.

**Qualifications**

Education, Training, and Experience

* Master’s Degree with coursework in research methodologies, health promotion, community development, social work, or related field.
* Five years' experience in community engagement, community health programs, and/or program development.
* Experience working from an anti-oppressive standpoint with a strong understanding of and practical experience with health equity.
* Experience with project management, program planning and evaluation and a demonstrated ability to translate information gleaned from the community into reports, presentations etc.
* Experience with the health system, either as a patient, family members and/or professional.
* Willingness to learn about First Nations, M*é*tis and Inuit communities.

Please apply, including resume and cover letter to [chilliwackdfp@divisionsbc.ca](mailto:chilliwackdfp@divisionsbc.ca) with the posting title in the email subject line. The posting is open until the position is filled. We thank all applicants for their interest in this position, but only those applicants who will be interviewed will be contacted.

**ABOUT US**

**Vision:** Extraordinary health care by engaged family practice providers.

**Mission:** To empower family practice providers to deliver, in partnership, access to longitudinal, comprehensive health care.

**We Value:**

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| * Autonomy * Accountability * Equity * Collaboration | * Responsiveness * Sustainability * Transparency * Wellness |