

The Sea To Sky Division of Family Practice and the Primary
Care Network are seeking a
Patient Attachment Coordinator
to join our growing team!

*Are you a highly organized multi-tasker who thrives on tracking details with accuracy and efficiency?
Do you want to influence positive change for physicians and patients in the Sea to Sky region?
Are you passionate about making connections and building relationships?
If this sounds like YOU, we'd love to meet you!*

Who is the Sea To Sky Division of Family Practice (STSDFP)?

The STSDFP is a non-profit society that represents over 85 family physicians and works with other providers and partners in the communities of Squamish and Whistler British Columbia. The Division provides opportunities for physicians to work collaboratively with Vancouver Coastal Health, community partners, the Family Practice Services Committee (FPSC) and the Ministry of Health to identify health care needs, and to develop solutions to meet those needs. The Division is committed to ensuring that their programs consider the calls to action by the Truth and Reconciliation Commission of Canada and the In Plain Sight report.

What does the Patient Attachment Coordinator do?

The Patient Attachment Coordinator helps connect patients with Primary Care Providers (either a Family Physician or Nurse Practitioner) in our region. This is achieved by maintaining the records of patients who are looking for a Primary Care Provider and are registered on the Health Connect Registry (HCR). The Patient Attachment Coordinator works closely with clinics to match patients for attachment when there is capacity. Self-directed, motivated, and dependable, the successful candidate will be comfortable with change, will thrive in a fast-paced and dynamic work environment, and will enjoy building strong working relationships.

Key Tasks & Responsibilities:

The **Patient Attachment Coordinator** supports the connection of patients to Primary Care Providers and contributes to the success of the Health Connect Registry (HCR). This role combines coordination, data management, training, and community engagement to ensure effective patient attachment processes.

- **Patient Coordination and Stakeholder Engagement:** Facilitate the attachment of patients to Family Physicians or Nurse Practitioners using the HCR. Collaborate with Primary Care Providers, Clinic Managers, and patients to address attachment needs while building strong working relationships across clinics, community partners, and healthcare teams.
- **Data Management and Reporting:** Maintain accurate patient attachment records and generate reports for the Division, Primary Care Network (PCN), and Ministry of Health. Analyze data to identify trends and support ongoing improvements in attachment processes.

- **Education and Process Improvement**

Train and support clinic staff in using HCR tools and processes. Work closely with the PCN team to evaluate and enhance workflows, integrating program updates and best practices to ensure efficient patient attachment.

- **Community Outreach and Administration**

Promote awareness of the HCR and patient attachment processes through public communication, community engagement and resource sharing. Strengthen connections with local agencies and healthcare providers, working collaboratively with the Membership Coordinator to support Member engagement. Provide administrative support to the Division and PCN to continually improve program delivery.

Qualifications, Skills & Abilities

The ideal candidate will have:

- **Education and Experience:** Post-secondary education or equivalent training/experience, with at least two years in an administrative, patient-facing, or customer service role. Experience in primary healthcare or working with healthcare providers (e.g., as a Medical Office Assistant) is an asset.
- **Technical and Organizational Skills:** Proficiency in Microsoft Office (Excel, Word, PowerPoint) and Adobe Acrobat, with knowledge of databases and healthcare technology as an asset. Strong organizational abilities, attention to detail, and capacity to manage multiple priorities in a dynamic environment.
- **Communication and Interpersonal Strengths:** Excellent verbal and written communication skills, with the ability to professionally interact with patients, healthcare providers, and clinic staff. Self-motivated, self-starter, adaptable, and capable of working independently.
- **Additional Requirements:** Familiarity with the BC healthcare system. Resides within the Sea to Sky corridor with a valid driver's license and the ability to travel within the Sea to Sky Region. The ability to work fully remotely with access to a quiet, confidential workspace with access to high speed internet.

Work Environment and Remuneration

This position offers a flexible and supportive work environment with opportunities for professional growth:

- **Work Schedule:** Full time, 37.5 hours per week. Occasional evening and weekend meetings.
- **Compensation and Benefits:** Competitive salary range of \$28 - \$32/hour (based on experience) with a comprehensive health and wellness benefits package.
- **Confidentiality and Security:** Due to the sensitive nature of this role, candidates must agree to a confidentiality agreement and may be required to undergo a criminal record check, Criminal Records Review Act (CRRRA) check, and/or enhanced security screening.
- **Residency Requirements:** Applicants must reside in BC and complete BC Services Card authentication as part of the hiring process.

How to Apply

Please submit your resume and cover letter noting '**Attachment Coordinator**' in the subject line to: seatosky@seatoskydivison.ca. Only candidates selected for an interview will be contacted.