

# Clinic Supports Facilitator

(Clinic Capacity Project)

**Kootenay Boundary Division of Family Practice**

June 2026 Job Posting

## COULD THIS BE YOU?

If you've been searching for a role that merges hands-on engagement with Clinicians with healthcare innovation, this could be your next career adventure.

We're seeking an independent leader with proven change management expertise, strong collaborative leadership skills, and a deep commitment to community and patient-centered care, to help expand our Clinic Capacity initiative.

The core goal of our collective work is to ensure all residents of Kootenay Boundary (KB) have timely access to quality primary care by 2028. If you are passionate about coaching clinic teams, implementing quality improvement strategies, and optimizing primary care delivery, please read on...

## BACKGROUND INFORMATION

The Kootenay Boundary Division of Family Practice is a hub of local innovation in health care, and part of a province-wide initiative designed to strengthen primary health care in BC. The Division increases primary health care capacity and improves patient and population outcomes by developing and implementing programs and services that positively impact Family Practitioners and their patients.

Operating as a Community Service Cooperative whose membership consists of all of the Family Doctors and Nurse Practitioners (NPs) in Kootenay Boundary (KB), we work closely with a wide range of system stakeholders, including specialist physicians, hospital-based physician organizations, the Interior Health Authority, and many community and Aboriginal partners. We serve the communities of Castlegar, Christina Lake, Crawford Bay, Fruitvale, Grand Forks, Kaslo, Midway, Greenwood, Nakusp, Nelson, New Denver, Revelstoke, Rock Creek, Roseland, Salmo and Trail, and the rural areas between.

The selected individual(s) will advance work collaboratively governed by several tables in close


partnership with a team of change management colleagues.


## POSITION SUMMARY

The Clinic Supports Facilitator supports the advancement of strategic priorities across our Primary Care Network (PCN), initially focusing on our clinic capacity portfolio. This role is responsible for coordinating the planning, development, implementation, facilitation, and evaluation of quality improvement activities within primary care clinics across the region.

The Facilitator works closely with family physicians, nurse practitioners, interdisciplinary teams, internal Division departments, and health authority partners to provide localized support for service planning, behavior change, and change management strategies.

For more information about clinic supports facilitation, please see:

 [18-Systematic review and meta-analysis of prac.pdf](#) &

 [Practice-Facilitation-within-Primary-Care-A-Primer-and-Advocacy-Guide.pdf](#)

## KEY RESPONSIBILITIES AND DUTIES

### Clinic Supports

- Provide localized support for planning, coordination, facilitation, and evaluation of clinic capacity projects and initiatives.
- Act as an operational liaison to clinics to support optimization efforts.

### Quality Improvement & Coaching

- Support quality improvement initiatives for collaborative family practice teams, working with clinical and administrative staff.
- Provide direct coaching, team development, and service improvement support.

### Change Management

- Facilitate change management strategies aligned with primary health care service plans.
- Deliver, model, and mentor clinic staff in a wide range of change management techniques and behavior change methodologies.

### Collaborative Partnerships

- Develop and maintain strong, trusted relationships with local family doctors, clinic staff, representatives of the Interior Health Authority, Aboriginal partners, and external stakeholders.

- Utilize the IAP2 spectrum to guide appropriate levels of participation and engagement in clinic decision-making processes.

### Internal Collaboration

- Work fluidly across internal Division teams ( including finance, communications, evaluation) to ensure seamless execution of tasks so that “no balls are dropped”.
- Coordinate and report clinic capacity successes and barriers to the Clinic Capacity Lead and relevant governance tables.

### Analysis & Problem Solving

- Analyze clinic data and workflow information to independently identify operational priorities, emerging bottlenecks, and opportunities for capacity building.

## KEY COMPETENCIES

### Healthcare & Practice Expertise

- Strong understanding of the primary healthcare domain, specifically operating within the physician and healthcare provider culture.
- Broad knowledge of population health approaches, community development, and interdisciplinary team-based care.

### Leadership & Framework Alignment

- Demonstrated experience or knowledge of agile project management principles to keep clinic initiatives moving forward efficiently.
- Ability to guide, coach, and develop high-performing clinic teams in alignment with the Division's TEAL framework.

### Operational Excellence

- Superior organization, time management, and prioritisation skills to independently adapt to changing needs and deliver outcomes within budget.
- High degree of self-direction and emotional stability during times of complexity and stress.

### Communication & Relationship Building

- Exceptional interpersonal, networking, and public presentation skills.
- Ability to deliver constructive feedback and facilitate conflict resolution within interdisciplinary environments.

## PREFERRED EDUCATION, TRAINING AND EXPERIENCE

- **Experience:** Minimum of two to five years of related experience in healthcare, clinic capacity development, management consulting, clinic supports facilitation, or program leadership. Direct experience working in a family practice setting alongside family physicians is a major asset.
- **Education:** A Baccalaureate degree preferably from a health discipline or health-related science is required. A Master's degree in Health or Business Administration, Leadership, or an equivalent combination of education and experience is highly preferred.
- **Technical Proficiency:** Highly tech-savvy; proficient in the Google Suite of services, Microsoft Office (Word, Excel, PowerPoint, Outlook), and project management tracking tools. Familiarity with clinic EMR's or a willingness to learn.
- **Geography:** Must be geographically located within the Kootenay Boundary region. A valid Class 5 BC Driver's License and access to a reliable vehicle suitable for winter driving are required for seasonal and evening regional travel. Whilst we conduct most of our work online, must be willing to travel for face to face meetings with our membership.

## WORK TERMS, HOURS & COMPENSATION

This is an evolving contract with a need for flexibility as clinic demands fluctuate week-to-week. Some evening and early morning engagements will be required. Fluctuations are partially within the control of the facilitator, allowing other professional responsibilities to be integrated.

We are seeking individuals to work 25-30 hours per week under an initial six-month contract, with a strong expectation to renew in the next fiscal year. Additional hours may be negotiated as work progresses. Candidates may reside anywhere within Kootenay Boundary.

Contractor rate will be commensurate with qualifications and experience, spanning a fee range of \$55-\$65/hour. Employment is also available but all costs (Stats, Benefits, etc.) will be captured within the envelope of the above contract rate range, resulting in an ~18% lower employee rate.

## DIVERSITY, EQUITY & INCLUSION

We encourage individuals from diverse backgrounds, recognizing that inclusivity fosters innovation and systems change. We actively invite applications from underrepresented communities and are committed to an ongoing journey of growth and education in our Diversity, Equity, and Inclusion endeavors.

## SELECTION PROCESS

Selection will follow the process below:

Step	Activity	Deadline
1	Qualifications information accepted (CV, Cover Letter, etc.)	July 12
2	Shortlist determined, contacted via email	July 13
3	Initial interviews	July 16 & 17
4	Second shortlist determined, contacted via email, and provided with invitation to one or two “coffee dates”, and possible presentation topic/assignment.	July 20
5	Coffee “dates”	Week of July 20
6	Reference checks	Week of July 20
7	Candidate selection completed	July 24
8	Position orientation/engagement (preferred)	ASAP

*Unsuccessful members of the second shortlist will be sent a gift certificate to a KB restaurant or bookstore of their choice, as a token of our appreciation for the completion of the presentation/assignment aspects of this process.*

## HOW TO APPLY

For more information regarding this opportunity, please contact Andrew Earnshaw, Executive Director, at [acearnshaw@kbdivision.ca](mailto:acearnshaw@kbdivision.ca) or Hannah Alderton, Clinic Capacity Lead, at [halderton@kbdivision.ca](mailto:halderton@kbdivision.ca).

Please submit cover letter & qualifications to [careers@kbdivision.ca](mailto:careers@kbdivision.ca) by **midnight, July 12**.

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

While we aim to follow the above timeline, the position will remain posted until filled. Presence of this position description on our website indicates the position remains open.