

The Campbell River and District Division of Family Practice is seeking a
Program Coordinator – Primary Care Network & Health Connect Registry
to join our growing team!

Are you a relationship-builder with exceptional organizational skills?

Do you thrive in a fast-paced, people-centered environment where your strengths in communication, coordination, and systems-thinking can drive meaningful change?

If this sounds like YOU, we'd love to hear from you!

If this sounds like YOU, we'd love to meet you!

Who is the Campbell River and District Division of Family Practice (CRDDFP)?

The CRDDFP is a non-profit society that represents over 85 family physicians and works with other providers and partners in Campbell River and district that includes the areas of Cortes and Quadra Island, Gold River/Tahsis and Sayward. The Division provides opportunities for physicians to work collaboratively with Island 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.

We're a small, dynamic team that punches well above our weight. We support each other, value fresh ideas, and celebrate small wins just as much as big ones. If you love the idea of autonomy, creativity, and being trusted to figure things out (with backup when you need it), you'll fit right in.

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. The area that the Division covers includes the Coast Salish, Nuuchah-Nulth and Kwakwaka'wakw family groups and the Métis of the North Island. **For more information:** [Campbell River & District | Divisions of Family Practice \(divisionsbc.ca\)](https://divisionsbc.ca)

What does the Operations Support Specialist do?

As a Program Coordinator – PCN & HCR, you'll play a vital role in the successful delivery of Primary Care Network initiatives and patient attachment efforts through the Health Connect Registry. This position is all about building strong partnerships, ensuring program alignment, and making sure patients, clinics, and providers are supported throughout the process.

You'll work closely with the PCN Manager and Division Program Manager to ensure seamless coordination of initiatives, meaningful community engagement, and data-driven progress tracking. Your work will contribute directly to improving how primary care is accessed and delivered in our region.

Position Overview

Position type: Full-time / 37.5 hours per week

Work Environment: Hybrid (Campbell River office + remote work flexibility)

Compensation: \$58,500 – \$68,250 per year commensurate with experience

Benefits: Comprehensive health and wellness package, RRSP contribution program

Schedule: Primarily weekdays, with possible morning, evenings or weekends if necessary

Core Responsibilities

Community & Partner Engagement

- Build and maintain effective relationships with clinics, Physicians, MOAs, Allied Health Professionals, community organizations, and other PCN partners
- Deliver training, mentorship, and technical support to ensure smooth implementation of tools and workflows
- Create and distribute engaging, accessible communications and promotional materials

Patient Attachment & Health Connect Registry (HCR) Coordination

- Support patients in the HCR, ensuring accurate registration, timely responses, and respectful communication
- Facilitate patient attachment to local providers based on clinic capacity and patient needs
- Maintain registry data integrity and monitor key performance indicators

Program Implementation & Administrative Support

- Organize PCN-related meetings, events, and onboarding sessions for new committee members and health professionals
- Manage logistics including scheduling, agendas, minutes, catering, and tech setup
- Maintain and update tools, templates, and program documentation
- Track project outcomes and contribute to evaluation and reporting

What skills and experience are needed?

Education:

- University degree in a relevant field (e.g. health, public administration, social sciences) or equivalent experience

Experience:

- 2 years' experience coordinating projects or programs
- Experience in health care or non-profit environments is an asset
- Familiarity with BC's primary care system and patient attachment pathways is preferred

Key Attributes:

- Strong relationship-building and stakeholder engagement skills
- Exceptional organizational and multitasking abilities
- Self-motivated with a growth mindset
- Skilled in data tracking, reporting, and process improvement
- Excellent written and verbal communication
- Proficient with Microsoft Office Suite, SharePoint, Zoom, and other digital collaboration tools
- Commitment to cultural humility, safety, and inclusion in all work

How to Apply

- Please submit your resume and cover letter noting 'Program Coordinator – PCN & HCR' in the subject line to: jobs@crddivision.ca
- The deadline for applications is May 30, 2025. Applications will be reviewed as they are received, and early submission is encouraged.
- Please note that only candidates selected for an interview will be contacted.

Welcoming applications from qualified individuals who identify as visible minorities, Indigenous persons, those of all sexual orientations, gender identities and abilities.