

Job Opportunity | Attachment Coordinator

Attachment Coordinator

Full-Time Permanent position

The clinicians and staff of the Mission Division of Family Practice acknowledges that they live and work on the unceded, traditional, and ancestral territories of the Stó:lō People, particularly the Sq'ewlets, Matsqui, Kwantlen, and Leq'á:mel Peoples.

Why Work With the Mission Division of Family Practice (MDoFP)?

MDoFP has a team that is dynamic, innovative, and enthusiastic about supporting a system of robust primary care in our community. We are looking for someone who can work collaboratively, has a great attitude, is self-directed, passionate about helping others in the healthcare sector, enthusiastic to work in a fun and supportive culture, has flexibility in their work schedule, and has a 'get-the-job-done-attitude'. Our team is looking for the right candidate who aligns with our approach and is able to utilize their extraordinary skills to support the organization's efforts in a variety of exciting initiatives.

Who We Are

MDoFP represents family physicians in Mission, BC. The Mission Division provides local family physicians with a stronger collective voice in the integrated delivery of primary care within our community. It is our goal to provide a collaborative and innovative approach to patient-based care with a strong and transparent relationship between our Division, the Family Practice Services Committee (FPSC), Fraser Health Authority, Indigenous Partners, and the Ministry of Health.

What This Role Entails

- Facilitating the match between BC residents registered on HCR and local FPs and NPs within the same geographic region who are accepting patients;
- Supporting the accuracy of the HCR Attachment Interface data, ensuring it has complete patient information (i.e., demographics, status, etc.);
- Sharing appropriate information, in alignment with privacy and security policies, about patients to local FPs/NPs/primary care clinics for the purposes of attachment;
- Building relationships and understanding the capacity of primary care providers (FPs and NPs) within the division and PCN geography, utilizing information available through PAS, reports shared by the Ministry (e.g., New to Practice and NP HA Service Contracts) and local community knowledge of clinics and providers;
- Participating in the ongoing design and enhancements of HCR with HealthLink BC, in alignment with provincial policy and local attachment processes, to support attachment;

- Monitoring and reporting on attachment progress including, if applicable, providing aggregate reports on patient attachment to support the local Division of Family Practice and/or Primary Care Network;
- Communicating with members of the public about attachment processes and case status; and
- Ensuring that local attachment workflows comply with privacy regulations, including Freedom of Information and Protection of Privacy Act (FOIPPA) and Personal Information Protection Act (PIPA).

What We Are Looking For

Secondary school graduation or equivalent, and a minimum of three (3) years recent, related experience providing support in administrative health care or customer service environments, including:

- Experience and training in word processing, spreadsheets and other standard computer applications;
- Knowledge of the BC health care system, specifically primary care;
- Knowledge of Indigenous cultural safety and humility and the ability to integrate this knowledge into practice;
- Knowledge and application of diversity, equity and inclusion principles;
- Strong listening, written and verbal communication skills;
- Strong interpersonal and relationship building skills;
- Experience working with family doctors and/or nurse practitioners;
- Strong organizational, decision making and problem-solving skills;
- Ability to follow step by step procedures;
- Ability to maintain confidentiality using sound judgement, tact and diplomacy;
- Experience participating in evaluation and reporting activities is an asset.
- Understand the culture of primary care providers, and has a natural ability to establish rapport with health care professionals
- Highly self-directed and independent
- Flexible to work occasional weekends morning, and, early evening meetings.
- Ability to travel to meetings & family practices in the community
- Minimum Class 5 Drivers License and access to a reliable vehicle

All applicants must be residents of BC as they will be required to complete BC Services Card authentication as a term of employment. Additionally, Security screening requirements for this position include a criminal record check, and/or Criminal Records Review Act (CRRA) check, and/or enhanced security screening checks as required by the Mission Division of Family Practice and HealthLink BC.

Salary

\$22.00-40.00/hour depending on candidate's qualifications. After successful completion of the probationary period, the hired candidate will have access to benefits.

Email resume and cover letter to: ecarey@missiondivision.ca

A combination of education, experience and expertise may be considered.