

Chilliwack Division of Family Practice Primary Care Network Project Coordinator

Hours: 37.5 hours/week, typically during business hours

Length of employment: Continuing contract

Location: Chilliwack-based, in-person position with the opportunity to work 1 day/week remotely

Compensation:

Start date: As soon as filled

Background Information

The Chilliwack Division of Family Practice is a non-profit society that represents and supports family physicians and nurse practitioners working in Chilliwack, Agassiz, Harrison Hot Springs, Seabird Island, Hope and the Fraser Canyon communities. The Division also has medical residents and medical students as associate members. The Division aims to increase primary health care capacity and improve patient and population outcomes by developing and implementing programs and services that will positively impact family doctors, allied health care providers, and their patients. The Chilliwack Division of Family Practice in collaboration with Fraser Health, is leading the Chilliwack and Fraser Health Rural Primary Care Network as part provincial initiative which aims to strengthen primary health care in BC. Through significant investment to ensure access to team-based primary care across the population, Primary Care Networks enhance both the experience of providing care and receiving care at the community level.

The vision of the Chilliwack and Fraser Health Rural Primary Care Network (PCN) is an integrated, collaborative community-based system for health that ensures seamless and coordinated care for patients. The PCN encompasses 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 specific resources for Indigenous communities. The PCN is focused on creating a local health 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.

Key Responsibilities & Duties

The **PCN Project Coordinator's** key responsibilities will include:

- Supporting and facilitating the development and implementation of the Primary Care Network, utilizing change management principles;
- Developing new and unique ways to improve operations within the PCN;
- Providing support for service model development;
- Leading specific PCN initiatives from inception to completion with an emphasis on Member engagement;
- Utilizing evaluation skills to analyze data that will inform decision making;
- Coordinating strategic leadership committees (e.g. PCN Steering Committee, PCN Operations Committee, Ministry of Health check-ins), which includes:
 - creating and distributing meeting notices, agendas, and meeting packages;
 - recording, distributing, and electronic filing of minutes;
 - clearly identifying decisions made and follow-up actions amongst members;
 - tracking project progress on working groups and committees;
- Assessing situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the Division;
- Assessing problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem;
- Identifying and extract key messages from Ministry of Health materials and guidance documents and coordinate with Health Authority partners;
- Proactively identifying opportunities to share information on the PCN with providers and patients;
- Supporting the creation and implementation of a variety of outreach materials, including letters, surveys, presentations and guides for physicians, health care staff and community members;
- Building strong professional relationships with the Members and external stakeholders;
- Defining project objectives, set goals, resolve problems and make decisions that enhance Division effectiveness;
- Demonstrating a willingness to be flexible, versatile and/or tolerant in a changing work environment while maintaining effectiveness and efficiency;





- Building relationships with physicians and their support teams, and developing understanding for the specific challenges that family practices are faced with;
- Work closely with partners and stakeholders to collaborate and align approaches;
- Supporting practices to collect and report on data required for Ministry of Health PCN reporting;
- Understanding ethical behaviour and business practices, and ensuring that own behaviour and the behaviour of others is consistent with these standards and aligns with the values of the Division;
- Establishing and maintaining positive working relationships with others, both internally and externally, to achieve the goals of the Division in the Primary Care Network; and
- Other duties as required.

The **PCN Project Coordinator** will contractually report to the Division's Executive Director, and in practice work closely with and receive guidance from the Division's Primary Care Network Manager, PCN Indigenous Relations Manager and PCN Practice Improvement and Change Manager.

The **PCN Project Coordinator** will be expected to work independently, be a force for innovation and to represent the interests of the Division in all interactions. The **PCN Project Coordinator** will be required to attend meetings on some evenings and weekends. A valid driver's license and access to a car is required.

Qualifications

Education, Training and Experience

- Undergraduate degree, and
- Recent, related experience in project administration and coordination or health service development.

Preferred Skills and Abilities

- Ability to analyze data and develop metrics for monitoring and evaluation;
- Ability to communicate effectively, both verbally and in writing;
- Demonstrated experience with Microsoft suite of programs, Word, Excel, Power Point and video-conferencing software; comfortable with providing technical support for virtual meetings;





- Understanding of the needs of and ability to establish rapport with health care professionals;
- Self-directed and independent, able to take direction and work as part of a collaborative team;
- Demonstrated ability to organize and prioritize work, define a schedule and track details, and identify challenges;
- Comfort and ability working with ambiguity, flexible and dynamic, ability to adapt to a fast-paced project that is in rapid evolution, and
- Commitment to working with Indigenous communities.

Selection Process

Please send cover letter and CV to office@chilliwackdivision.ca.

For questions related to this position please contact Daphne McRae, Executive Director.

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

