

We are seeking a
Membership Coordinator
to join our growing Division team!

POSITION SUMMARY

The Sea to Sky Division of Family Practice (STSDFP) is creating a new role for a dynamic and highly organized individual who can help build upon our vision of a network of healthy and engaged healthcare practitioners driving primary care that is reflective and responsive to our diverse community. The Membership Coordinator will be a key liaison to our members: family physicians, nurse practitioners and specialists throughout the communities of Squamish and Whistler.

ABOUT THE SEA TO SKY DIVISION OF FAMILY PRACTICE

The Sea to Sky Division of Family Practice is a not-for-profit society that represents over 95 members. It is governed by a Board of Directors and is funded by the Family Practice Services Committee (FPSC) in partnership with the provincial government and Doctors of BC. The STSDFP develops and delivers programs and initiatives including those that focus on long term care, maternity supports, medical clinic supports, practitioner recruitment, retention, wellness, training and education. The STSDFP also provides governance oversight to two *Primary Care Networks* in the region, newly established to support family physicians, nurse practitioners, and other primary healthcare providers to deliver primary care service in a team-based approach.

ABOUT THE ROLE

As the Division's liaison to our members, this multi-faceted role works in collaboration with our members and healthcare partners to listen, engage and support practitioner needs. As a valuable player on the Division staff team, this role brings the voice of the members to the Division and ensures effective and responsive communications among all stakeholders. This position works remotely, in accordance with the Division's remote work policy, and computer equipment will be provided. The ideal candidate resides in the Sea to Sky region and brings an appreciation of the unique and diverse communities we serve.

PRIMARY DUTIES AND RESPONSIBILITIES:

Membership Services:

- Act as the Division liaison for all clinics from Squamish through Whistler
- Promote the value and benefits of Division membership
- Maintain and update membership data
- Serve as the local Pathways administrator for our region by managing user accounts, coordinating with the Provincial Pathways team and Divisions

Pathways lead, ensuring the homepage and local Pathways Community Service Directory are regularly updated

- Understand the Health Connect Registry which supports patient attachment.
- Maintain regular and effective communication with membership through appropriate and effective vehicles, i.e. newsletters, website, social media.
- Connect with family practice physicians on various platforms to develop relationships, promote practice opportunities in the communities we serve, and provide relevant information for physicians seeking to relocate or locum.

Recruitment and Retention:

- Working with Division and Physician leadership, and with the Regional Recruitment and Retention Coordinator, establish a working group to develop a local strategy for the Division's effective retention, recruitment and retirement needs in the communities we serve.
- Follow up with Health Match BC referrals to assist in the placement of family physicians in our communities.
- Develop practice coverage and locum support systems for clinics, engaging closely with family practice personnel in system development.
- Collaborate with other coastal Division Recruitment Coordinators and a range of internal and external stakeholders to promote local recruitment and retention activities; advocate for local needs; attend local and provincial conferences.
- Prepare recruitment marketing, communication, and promotional materials (reports, guides, social media, website, resources).
- Follow up with interested family physicians and liaise with stakeholders to connect interested parties with opportunities.
- Coordinate "red carpet welcomes" to family physicians and residents interested in starting a practice or working in our communities.
- Track family physician placement opportunities and coordinate the administration of physician job postings, including locums, across various platforms.
- Work in collaboration with Patient Attachment Coordinator to align patient attachment with physician retention and retirement strategies.
- Coordinate the scheduling, prepare meeting material, and follow up on action items for the Division Recruitment and Retention meetings.
- Track program metrics, collect data, conduct surveys, and provide regular activity and outcome reports to the STSDFP.

Education, Training and Events:

- Working with the Education Committee, explore, develop and implement education training events for practitioners across the region.

- Support Division events and initiatives such as the Annual General Meeting, awards programs and health promotion events in the region.
- Build strong relationships and work closely with medical clinics (physicians, nurse practitioners and staff) to promote health promotion initiatives, engage participation, and provide resources and materials.
- Provide progress reports on program activities, as needed.
- Other duties as required.

QUALIFICATIONS:

- Post-secondary education in a relevant field or equivalent work experience.
- 2-5 years of relevant job experience.
- Project management, communications and event management knowledge and experience.
- Experience in the healthcare sector and working knowledge of primary care in BC is a strong asset.

SKILLS & ABILITIES

- Exceptionally strong interpersonal and relationship building skills, with an outgoing and friendly disposition.
- Strong organizational skills with attention to detail, accuracy, and thoroughness.
- Excellent oral and written communication skills, and ability to communicate with the Division membership in a clear and compelling manner.
- Cultural awareness and humility competency.
- High degree of initiative, creativity, resourcefulness, and adaptability to meet the program goals.
- Works effectively under time pressure to meet deadlines, balance work priorities, and resolve issues in a timely manner.
- Comfort in speaking with professionals, preferably in a healthcare setting, through networking, one-on-one meetings, or larger events.
- Strong computer literacy skills (Office 365). Experience with survey and newsletter platforms, social media engagement and graphic design are strong assets.
- Ability to travel to meetings as required, hold a valid B.C. driver's license and have access to a vehicle.

EMPLOYMENT DETAILS

- Full time position (1 FTE) 37.5 hours/week
- Eligible for benefits after 3 months.
- Available during workdays Monday – Friday, with flexibility to attend occasional in person evening and weekend meetings and events.
- Resides in the Sea to Sky region, with access to a workspace and high-speed internet.

- \$30-\$35/ hour, commensurate with experience and qualifications

Equity, diversity and inclusion are at the core of the Sea to Sky Division of Family Practice's vision, mission, and values. We are committed to an inclusive workforce that fully represents many different cultures, backgrounds, and viewpoints. Our objective is to provide a space for people from all walks of life, creating a welcoming environment for all.

To apply please send your cover letter and resume to:

seatosky@seatoskydivison.ca

Thank you to all interested candidates. Only candidates selected for an interview will be contacted.

For more information on Sea to Sky Division of Family Practice please visit:

<https://divisionsbc.ca/sea-sky>