

Physician Engagement and Support Lead

Location: Surrey and North Delta

Reports To: Manager, Physician Engagement and Support

Introduction

The Surrey North Delta Division of Family Practice (SNDDoFP) was established to support physicians in promoting greater professional satisfaction and better patient access to healthcare in the community. Recognizing that Family Physicians are the foundation of this system, the SNDDoFP takes the lead in implementing initiatives and programs focused on improving healthcare. This work is part of a larger collaborative effort involving the Ministry of Health, Fraser Health Authority, Doctors of BC and other partners.

Job Summary

The Physician Engagement and Support Leads (PESLs) work to build and strengthen relationships among family physicians (FPs) in the community. PESLs will act as the “bridge” between FPs and other parties in the community and beyond. As PESLs identify and assess FPs’ needs, they will coach them and/or link them to services and other providers as appropriate. They will work with the Physician leaders and the Division team to develop, coordinate, implement, support and evaluate initiatives that align with the Mission and Vision of the Division.

Duties and Responsibilities

Within a team-accountability framework, a supported, yet independent, environment, the Lead will be expected to:

- Function in a matrix organization with specific duties and responsibilities, and support the collective work and goals of the Physician Engagement and Support Team and the division;
- Build, maintain and strengthen relationships with FPs, staff and other key stakeholders
- Support physician recruitment, retention, and wellness activities, as well as retirement-related support;
- Collaborate with the SND team on the divisions’ engagement design and strategy development and debrief with the Manager regularly;
- Assist in all or designated parts of planning, organizing, delivering facilitated workshops, meetings or other physician and activities as needed;
- Support the design, organization, coordination, and implementation of specific projects or program priorities focused on or related to the engagement strategy and system improvements, including public health responses, for FPs and staff;
- Evaluate the work and activities on an ongoing basis;



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- Maintain appropriate, accurate and up-to-date project and program files, documents and statistics, and proactively maintain SND CRM info for all team members;
- Other activities and tasks closely aligned with the general goals of the role, including processes, databases, and other online tools to improve communication and efficiency; liaise with PCN managers and staff to engage physicians and implement PCN-related initiatives, projects and engagement activities.

Competencies

- Leadership:** Experience promoting engagement and collaboration. Demonstrates creative planning for change and innovations. Demonstrated experience in facilitation, consensus building, networking, and liaising between multiple stakeholders.
- Relationship Building:** Ability to develop effective relationships with staff at all levels, as well as with external agencies and physicians. Demonstrated effectiveness in building partnerships with health professionals, family physicians, patients and community groups/programs/services in diverse communities; experience with patients and the public. Demonstrated awareness of cultural safety and supports processes that lead to greater cultural safety throughout the continuum of health services.
- Project Management and Evaluation:** Ability to organize work, set objectives and establish priorities. Proven ability to utilize project management tools, methodologies, and templates to effectively plan, prioritize, and manage projects in a set timeline, and to track and report progress.
- System Knowledge and Aptitude:** Understanding of the health care system and demonstrated ability to provide progressive and innovative approaches.
- Communication:** Demonstrated ability to communicate effectively using verbal or written communication.
- Critical Thinking and Decision Making:** Demonstrated ability to integrate and evaluate pertinent data (from multiple sources) to problem solve and make decisions effectively.
- Technological Aptitude:** Demonstrated computer skills, including use of Microsoft Suite Office, Google-based programs. Demonstrated data analysis skills, including basic data analysis and reporting tools.
- Professional Development:** Commitment to ongoing learning, skills improvement and professional development.

Requirements:

- University degree (equivalencies of education and experience may be considered);
- 3-5 years of related experience;



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- Strong community development, engagement, communication and customer service skills;
- Knowledge of Change Management theory and experience applying concepts to the real world;
- Project management knowledge and experience is considered an asset;
- A demonstrated clear pattern of professional and personal development;
- Availability to work evenings and weekends;
- Physical ability to perform the duties of the position; and,
- Valid BC Driver's License and use of a personal vehicle
- Ability to work in a hybrid environment (in-person, remote, and clinic visits)

Assets:

- Divisions of Family Practice knowledge and experience; and,
- Experience working with community-based groups and organizations.

Working at SNDDoFP:

As a member of the team, you will have access to a wide range of employee benefits, including:

- 3 weeks' vacation, which increases to 4 weeks after 3 years and to 5 weeks after 5 years, 6 personal days, and 13 public holidays.
- The week off between Christmas and New Year's Day.
- Access to group health benefits.
- And more!

Please send your resume in a PDF format to info@snddivision.ca