

Job Description: Project Coordinator

Division Summary

The Surrey-North Delta Division of Family Practice (Division) is a local innovation in health care and part of a province-wide initiative designed to improve patient care, increase family physician influence on health care delivery and design, and enhance professional satisfaction for physicians. The Division is a non-profit society led by a Board of Directors.

Job Summary

Working under the direction of the Project Manager and working closely with the Steering Committee and Provincial Pathways, the Project Coordinator educates and instructs medical office assistants (MOAs) and physicians on how to use a new electronic referral system: “Referral Tracker” as well as assists in coordinating the community-wide implementation of the Referral Tracker.

Primary Duties and Responsibilities

- In collaboration with the Division’s Project Manager, assists in developing a detailed training plan.
- Schedules trainings. Prepares and distributes training material; provides on-site training to physicians and MOAs; follows-up on action items as necessary; offers post-training support.
- Ensures consistency of methods and practices at each training site.
- Documents progress; prepares reports on activities and outcomes; sends weekly updates to the Project Manager.
- Ensures that all scheduled trainings are delivered on-time, within scope and budget.
- Upon request, re-assesses trained stakeholders to ensure standards continue to be met based on trained workflows.
- Collaborates with colleagues to streamline and optimize operational processes and procedures.
- Along with the Pathways Provincial team, achieves operational objectives by:
 - updating and creating new training references,
 - implementing changes,
 - reporting concerns, escalating issues for corrective action, and bringing user interface (UI) change suggestions forward,
 - supporting provincial evaluation activities by collecting information and collating data.
- Supports local and provincial evaluation activities by collecting information and collating data.
- Attends events and meetings as required. Takes minutes. Follows up on action items as necessary and offers post-training support.
- Travel within the community will be a large component of this role. Must be comfortable visiting physician offices in an effort to improve community engagement.
- Other duties as required.

Requirements and Qualifications

- High-school graduation, plus related post-secondary education in project coordination or management.
- Minimum three (3) years' experience coordinating healthcare projects or as an implementation lead or equivalent combination of relevant education, training, or healthcare experience.
- Preference will be given to candidates with previous experience as a MOA (medical office assistant) and/or referrals clerk.
- Demonstrated experience with electronic medical record (EMR) systems an asset.
- Access to a vehicle, valid British Columbia driver's license, and auto insurance.

Skills and Abilities

- Demonstrated ability to provide training and support, and/or previous experience in a project coordinator or implementation role.
- Excellent verbal, written, and organizational skills, and ability to communicate in a compelling, clear, and understandable manner with physicians and other stakeholders.
- Excellent interpersonal and relationship building skills with proven diplomacy, and ability to liaise with physicians and stakeholders in a professional and courteous manner.
- Ability to maintain a professional demeanor, positive attitude, and the highest ethical standards at all times, especially when under high-pressure.
- Exercise good interpersonal relations and be supportive of the philosophy and policies of individual clinical practices.
- Excellent problem-solving and multi-tasking skills with proven ability to balance work priorities.
- Must be proficient in MS Word, Excel, and PowerPoint as well as Outlook, GoTo Meeting, and Zoom.

Terms of Employment:

Part-time (18-25 hrs. weekly) contract position.

Duration: 10-12 months, with the possibility of an extension.

Work will be completed during business hours; however, some flexibility of hours will be required for evening and/or early morning trainings and meetings.