

Recruitment and Retention Coordinator

POSITION SUMMARY:

Reporting to the Team and Strategic Projects Lead, the Recruitment & Retention Coordinator develops and implements strategies to attract and retain family physicians in the Comox Valley. This includes overseeing recruitment efforts, supporting the integration of family physician and nurse practitioners into clinics and the community, maintaining a recruitment database, coordinating “red carpet” welcome processes, and engaging with partners. The Recruitment & Retention Coordinator also creates communication materials, organizes events, and supports community partnerships to promote the region’s primary care opportunities. Additionally, this role supports the delivery of ad hoc Division projects and their associated deliverables.

DUTIES AND RESPONSIBILITIES:

Member & Partner Engagement

- Build and nurture relationships with community partners, event sponsors, and presenters to support recruitment efforts.
- Engage with Division members and clinic employees to enhance member integration, engagement and retention.
- Serve as the main point of contact for locums, physicians and nurse practitioners, coordinating schedules and matching locums to physicians and nurse practitioners seeking locum support.
- Collaborate with Comox Valley businesses and resource providers to increase knowledge of the community and region.
- Foster long-term relationships with local physicians and nurse practitioners, promote practice opportunities, and support a positive, welcoming environment for new recruits.
- Engage with family practice physicians and nurse practitioners across various platforms to promote opportunities in the Comox Valley and facilitate relocations or locum placements.
- Represent the Division at medical conferences (in-person or virtual) and regional collaborative circles to promote physician recruitment.
- Work with the Recruitment and Retention Advisory Committee, physicians, nurse practitioners and other partners to understand recruitment and retention needs.
- Work collaboratively with the Vancouver Island Recruitment, Retention and Retirement team, and support the development of island-wide recruitment and retention strategies.
- Collaborate with the Comox Valley Division Clinic Liaison to support successful onboarding of new family physicians and nurse practitioners to clinics.

Program Coordination

- Act as the local expert on the recruitment and practice coverage needs of the Comox Valley physician and nurse practitioner community, collaborating closely with family practice clinics.
- Maintain a registry/database to track family practice permanent and locum opportunities and requirements.
- Develop and implement an annual recruitment and retention strategy based on community priorities and needs.
- Maintain and improve the “red carpet” welcome process for new physicians, nurse practitioners and locums.
- Research recruitment best practices from other divisions and share relevant strategies to improve local efforts.
- Monitor and evaluate primary care recruitment and retention initiatives, ensuring alignment with program goals.
- Conduct comprehensive program evaluations, including data collection, analysis, and preparation of interim and final reports.

Project Coordination

- Support all aspects required for the successful delivery of ad hoc Division projects.
- Assist with the development of project funding proposals and deliver presentations and communications.
- Coordinate and participate in regular committee meetings, working groups, and educational opportunities as outlined in project deliverables.
- Establish and maintain effective relationships with all partners, including Division members, staff, contractors, health care providers, community leaders and others.
- Monitor project progress and budgets, recommending adjustments as necessary.
- Prepare regular progress and funding reports and assist in developing internal reporting processes.
- Collaborate regularly with Team and Strategic Projects Lead to provide updates, identify risks and ensure project deliverables are met.
- Support comprehensive project evaluation through timely data collection, entry and analysis, and preparation of evaluation reports.

Marketing & Communications

- Develop and maintain social media and advertising campaigns, liaise with the Clinic Liaison to update welcome packages, and ensure timely communication and responses to inquiries from physicians and nurse practitioners.

- Analyze and report on recruitment trends in the Comox Valley to inform partners, physicians, and clinics.
- Provide status reports, highlighting resource and support needs, addressing challenges, and sharing program updates.
- Design marketing strategies for physician recruitment, showcasing the unique practice opportunities and benefits of living and working in the Comox Valley and Vancouver Island.
- Coordinate communication efforts for the UBC resident physician program, including attending events and supporting engagement activities.
- Ensure all communications comply with privacy policies, protecting the Division brand and maintaining confidentiality.

Budget & Financial Management

- Support the development and stewardship, monitoring monthly progress and recommend modifications as needed.
- Lead adjustments to the budget or program plans to ensure efficient resource use.
- Assist with financial tracking related to program delivery and initiatives.
- Ensure timely submission of invoices, honoraria and sessional payments are in line with Division policies.

Administration

- Track program and project metrics and maintain database of communications and activities.
- Assist in completing annual program funding reports.
- Ensure the Division website is updated with current information on practice and locum opportunities.
- Maintain short-term housing listings for visiting locum physicians and new members.
- Actively participate in Division team meetings.
- Ensure confidentiality and security of all data, communication, and documentation is in alignment with Division policies and applicable privacy laws, including the Personal Information Privacy Act (PIPA).

Perform other duties as required to support the work of the Division.

QUALIFICATIONS & EDUCATION:

- Bachelor's degree in a related field (Business Administration, Healthcare Management, Communications, Community Engagement) and a minimum of three (3) years of direct

experience in a Project Management or Program Coordinator role or equivalent combination of education and/or experience.

- A demonstrated commitment to cultural humility, with a focus on practicing cultural competency and sensitivity.
- Additional education or certification in Project Management is an asset.
- A valid Class 5 Driver's License and access to a reliable vehicle is required.

KNOWLEDGE, SKILLS & ABILITIES:

- Strong client-serving orientation, with the ability to understand the needs of family physicians and nurse practitioners and translate these needs into meaningful, action-oriented supports.
- Exceptional interpersonal and relationship-building skills, with the ability to create a warm, welcoming and trustworthy environment for family physicians and nurse practitioners.
- Comfortable engaging with professionals, particularly in healthcare settings, through networking, one-on-one meetings, and community events, with a proven ability to establish credibility and communicate effectively with physicians, healthcare providers, support staff, and diverse groups. Ability to process complex information, make informed decisions, and apply strong problem-solving, critical thinking, and judgment to manage competing priorities and navigate complex challenges.
- Excellent organizational, time management, and problem-solving skills, with the ability to prioritize tasks, manage multiple responsibilities and adapt to changing needs.
- Demonstrated experience in strategic analysis, adaptive change and community development.
- Consistently maintains productivity and focus under pressure, meets deadlines, and delivers results independently with minimal supervision, while aligning with organizational goals.
- Comfortable engaging with professionals, particularly in healthcare settings, through networking, one-on-one meetings, and community events, with a proven ability to establish credibility and communicate effectively with physicians, healthcare providers, support staff, and diverse groups.
- Previous experience working with physicians and nurse practitioners and knowledge of the BC health care system is an asset.
- Ability to work effectively and efficiently independently and as collaborative team member, supporting other programs and initiatives as needed.
- Knowledge of Comox Valley community with a strong interest in promoting its lifestyle and culture opportunities.

- Capable of independently staying updated on industry trends, regulations, and best practices through reading and learning.
- Proficient computer literacy, with a strong working knowledge of the MS Office Suite and project management tools.
- Understanding of confidentiality and privacy regulations, with the ability to handle sensitive information securely and in compliance with relevant laws.

WORKING CONDITIONS:

- This position is a home office-based position located in Comox Valley Region, with regular in-person meetings or events.
- Typical work week is Monday through Friday, with occasional evening or weekend work as required.
- Regular travel within the Comox Valley, Vancouver Island and Lower Mainland regions for team or partner meetings, training sessions, and events is required.

EMPLOYMENT DETAILS:

- Full-time, up to 35 hours per week. Eligible for benefits after 3 months.
- Resides in the Comox Valley with a home office and high-speed internet.
- Starting Salary Range: \$50,900 to \$63,700
- The estimated range is the budgeted amount for this position. Final offers are based on various factors, including skill set, experience, internal equity, qualifications, and other job-related reasons.

Closing Date: March 16, 2026

To apply please send a cover letter and resume to:

Ingrid Timmermans
Team and Strategic Projects Lead
Comox Valley Division of Family Practice
itimmermans@comoxvalleydivision.ca

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

ABOUT THE COMOX VALLEY DIVISION OF FAMILY PRACTICE

Divisions of Family Practice were created by collaboration between the Ministry of Health and the BC Medical Association (now Doctors of BC) and are community-based groups of family physicians working together to achieve common health care goals. The Comox Valley Division of Family Practice represents family physicians and nurse practitioners in Courtenay, Cumberland and Comox and the surrounding areas on Vancouver Island, BC as well as Denman Island and Hornby Island.

The Comox Valley Division gives local physicians and nurse practitioners an opportunity to work collaboratively with each other, the Vancouver Island Health Authority, other community partners and the Ministry of Health to identify health care needs in the local community and develop solutions to meet those needs. The Division is a non-profit society managed by a Board of Directors.

The Division team works primarily remotely. There are often opportunities for advancement in the Division. If you are seeking a flexible, supportive work culture and a caring team consider joining the Division team!

For more information on Comox Valley Division of Family Practice please go to:

<https://divisionsbc.ca/comox>

The Comox Valley Division of Family Practice celebrates diversity, challenges inequality and is committed to sustaining an inclusive and diverse community. We do not discriminate against any applicant regardless of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation, socio-economic background, political beliefs and affiliations, family circumstances or other irrelevant distinction.