

The Campbell River and District Division of Family Practice is seeking a
Patient Attachment Coordinator
to join our growing team!

*Are you a highly organized multi-tasker who thrives on tracking the details with accuracy and efficiency?
Do you want to influence positive change for physicians and patients in the Campbell River District?
Are you passionate about making connections and building relationships?*

If this sounds like YOU, we'd love to meet you!

Who is the Campbell River and District Division of Family Practice (CRDDFP)?

The CRDDFP is a non-profit society that represents over 85 family physicians and works with other providers and partners in Campbell River and district including Cortes and Quadra Island, Gold River/Tahsis and Sayward. The Division provides opportunities for physicians to work collaboratively with Island Health, community partners, the Family Practice Services Committee (FPSC) and the Ministry of Health to identify health care needs, and to develop solutions to meet those needs.

The Division is committed to ensuring that their programs consider the calls to action by the Truth and Reconciliation Commission of Canada and the In Plain Sight report. The area that the Division covers includes the Coast Salish, Nuu-chah-Nulth and Kwakwaka'wakw family groups and the Métis of the North Island. **For more information:** [Campbell River & District | Divisions of Family Practice \(divisionsbc.ca\)](http://divisionsbc.ca)

What does the Patient Attachment Coordinator do?

The Patient Attachment Coordinator helps connect patients with Primary Care Providers (either a Family Physician or Nurse Practitioner) in our region. The Patient Attachment Coordinator maintains the records of patients registered on the Health Connect Registry (HCR) who are looking for a Primary Care Provider and works closely with clinics to match patients for attachment when there is capacity. Self-directed, motivated, and dependable, the successful candidate will be comfortable with change, will thrive in a fast-paced and dynamic work environment, and will enjoy building strong working relationships.

Key Tasks and Responsibilities:

Reporting to the Program Manager, the Patient Attachment Coordinator will be responsible for Coordinating the attachment of patients to available Primary Care Providers in Campbell River and District through the administration of the HCR. This includes:

- Liaising with Primary Care Providers, Clinic Managers, and Patients via email, phone, and in person communications to coordinate attachment needs.
- Using the HCR Attachment Interface to manage the coordination of attachment to local Family Physicians and Nurse Practitioners at primary care clinics.

- Tracking and maintaining data on attachment and generating reports for the Division, the PCN, and the Ministry of Health.
- Educating Primary Care Providers and Clinics about the HCR and facilitating orientation to the patient attachment tools and processes.
- Helping to evaluate and improve patient attachment tools and processes, in collaboration with the Primary Care Network (PCN) team and Clinic staff.
- Attending regular meetings and liaising with the Provincial HealthLink BC team to keep up to date on program enhancements.
- Working closely with the PCN Team and CRDDoFP staff to ensure a coordinated approach to community attachment.
- Communicating with members of the public and distributing resources to promote the HCR and attachment processes.
- Maintaining current knowledge and relationships with community agencies, services, Clinics, and Primary Care Providers.
- Providing the administrative and planning support required to continually develop the local patient attachment processes.
- Other duties as required.

Qualifications, Skills & Abilities

- Post-secondary certificate, diploma or degree, or an equivalent level of education, training, and experience.
- Minimum of two years recent experience working in an administrative and patient- or customer-facing capacity.
- Excellent written and verbal communication, patient care, and interpersonal skills.
- Must be independent, self-motivated, and able to organise and manage own workload and time.
- Organized with the ability to manage multiple tasks, pay attention to detail, balance priorities, and meet deadlines in an evolving and ever-changing environment.
- Must be able to demonstrate skills in using Microsoft Excel, Word, and PowerPoint, and Adobe Acrobat, and experience using database software is an asset.
- Attention to detail, accuracy, and thoroughness when maintaining and summarizing information, data, and records.
- Able to liaise and communicate with Patients, Primary Care Providers, and Clinic Staff in a courteous and professional manner.
- Able to adapt to new technology and understanding health care technology is an asset.
- Knowledge of the BC healthcare system and experience working in a primary healthcare setting or experience working with physicians, nurse practitioners, and/or allied health care providers (for example, as a Medical Office Assistant [MOA]) is an asset.
- Have a valid driver's licence as this role requires regular travel to various sites throughout the Nanaimo community.

Work Environment and Remuneration

- This role is **0.8 FTE/30 hours a week**
- Hybrid/Flexible work environment – ability to work partially from home office if desired.
- Requirement to attend occasional meetings on weeknights and weekends outside regular hours.
- Comprehensive health and wellness benefits package.
- Due to the confidential nature of the information and data that this role will be handling, the position requires agreeing to and signing to a confidentiality agreement.
- All applicants must be residents of BC as they will be required to complete BC Services Card authentication as a term of employment. Additionally, security screening requirements for this position may include a criminal record check, and/or Criminal Records Review Act (CRRA) check, and/or enhanced security screening checks as required by the CRDDFP and HealthLink BC.
- Salary range, based on a 0.8FTE, of between **\$42,120 - \$46,800**, commensurate with candidate's skills, qualifications and experience.

How to Apply

- Please submit your resume and cover letter noting 'Attachment Coordinator' in the subject line to: jobs@crddivision.ca
- The position will be open until it is filled. Applications will be reviewed as they are received, and early submission is encouraged.
- Please note that only candidates selected for an interview will be contacted.