

INSERT Organization logos

POSITION DESCRIPTION

INSERT Organization name

| | |
|--|--|
| Position Title: Coordinator, INSERT program name | Portfolio/Program: INSERT program name |
| Location: INSERT work location | Zone: INSERT (if applicable) |

| HR/People Use Only | | | | | |
|--------------------|-------------|------------|-----------|-------|-------|
| Band: | Position #: | Management | Non-Union | Union | Date: |

REPORTING RELATIONSHIPS

The Position Reports to: INSERT reporting manager title

Titles and Number of Positions Reporting to this Position: INSERT (if applicable)

PORTFOLIO/PROGRAM AREA

Programming delivered via the INSERT program name is provided to and delivered across INSERT jurisdictions implemented in to primary healthcare providers interested in increasing their ability to provide high-quality, compassionate care to patients with chronic pain, substance use, and/or mental illness. INSERT program information as-needed

POSITION SUMMARY

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The Coordinator reports to the **INSERT manager title**, who works collaboratively with the **INSERT director/medical lead title**. The Coordinator is responsible for program implementation, including: mentor and mentee recruitment and orientation, providing support for clinicians, planning and execution of interdisciplinary workshops and conferences, as well as managing databases and coordinating program evaluation. The Coordinator works in association with the members of the **INSERT program name** as well as the **INSERT program name (if applicable)** Advisory Committee.

SPECIFIC ACCOUNTABILITIES

Implementation and Change Management – 30%

- Facilitate development of strategies that improve the delivery of **INSERT program name** programming to its membership
- Collaborate with appropriate stakeholders to identify resources that will support the ongoing sustainability of the **INSERT program name**
- In collaboration with the **Medical Director** coordinates the implementation of the **INSERT program name** including the development of strategic planning, project plans with goals, objectives, timelines, budget, and deliverables
- Supports the implementation and maintenance of a communication strategy that regularly keeps all external and internal stakeholders apprised of the progress of the **INSERT program name**
- Plan advisory committee meetings including the preparation of agendas, meeting minutes, action plans, reports, etc
- Supply relevant and timely information, reports and communication to **INSERT program name** stakeholders and the advisory committee
- Track and reconcile mentor compensation to ensure it is up-to-date
- Oversee the coordination and development of **INSERT program name** groups
- Implement and administer new initiatives to support the strategic direction of the **INSERT program name**
- Act as principal liaison between the **INSERT program name** and its mentors and mentees
- In collaboration with the **Medical Director** negotiate financial support from stakeholders

Commented [AR1]: Need an item around tracking and reconciling mentor compensation

Commented [MG2R1]: Added in

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- In collaboration with the Medical Lead for INSERT program name ensure that the INSERT program name operates within the approved operational budget

Commented [AR3]: We should clarify with AMN the difference between the AMN Medical Lead vs the Medical Director

Partnership and Community Development – 20%

- Establish and maintain effective working relationships and partnerships across programs and services in order to benefit system integration, efficient service utilization and effective collaboration
- Demonstrates knowledge of the needs and barriers experienced by members of the INSERT program name when accessing chronic pain, substance use and mental health care, as well as community-based approaches to addressing these needs and barriers
- Assist in the development of funding proposals for the INSERT program name to ensure the continued delivery of capacity development initiatives
- Communicate with network stakeholders as outlined in funding agreements
- Communicate with stakeholders to build and maintain community support for the INSERT program name

Evaluation – 10%

- Support the evaluation of the INSERT program name including the ongoing implementation of an annual evaluation plan
- Use data and evidence, based on best practice, to evaluate the INSERT program name
- Oversee the collection and maintenance of records on the group activities as necessary to meet the evaluation requirements of the network

Professional Education – 20%

- Coordinate the implementation and evaluation of INSERT program name activities (e.g., education and awareness, group facilitation, support networks, etc.) for members of the INSERT program name working in partnership with the community, healthcare organizations and health professionals
- Collaborate with health professionals and healthcare organizations in assessing healthcare promotion and building on existing information, community resources and linkages.
- Identify community resources and services, and fosters partnerships and linkages that support improved service delivery

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- Work with the INSERT program name members to facilitate a health professional network that supports ongoing education with respect to chronic pain, substance use and mental illness
- Work with stakeholders of the INSERT program name to implement recommendations intended to develop a clinical pathway and standards of care for people with chronic pain, substance use and mental illness
- Manage and maintain the INSERT program name website and social media sites

Continuing Education and Enhanced Professional Linkages – 10%

- Identifies and implements strategies that support primary healthcare professionals in the ongoing education with the respect to the management of chronic pain, substance use and mental illness
- Coordinate and implements delivery of continuing education events, which support the improvement of primary healthcare education for members of the INSERT program name.
- Assess the educational needs of primary healthcare professionals within the INSERT program name in regards to chronic pain, substance use and mental illness
- Provide and manage continuing professional development credits (e.g., INSERT specific credits, if applicable) earned via program participation
- Manage and maintain INSERT program name component of Machealth portal

Commented [AR4]: We should consider another item that relates to managing provision of CPD credits for participants

Commented [MG5R4]: Added in, second to last

Commented [AR6]: This would be the equivalent of a provincial online forum assuming a province wants to develop one.

Commented [MG7R6]: Assuming this isn't relevant for Pain BC, but could be kept in the role description template for future use

Professional Leadership & Research – 10%

- Support the vision, mission and strategic directions of the INSERT program name.
- Participate in the planning and development of INSERT program name policies, procedures and operations
- Demonstrate an awareness of INSERT program name needs by participating in the establishment of priorities, the management of resources, and in modifying the environment to meet changing needs
- Facilitate and support INSERT program name members by providing direction, input and feedback
- Liaise with the INSERT program name advisory committee to ensure the delivery of network programs and their deliverables are met

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EDUCATION

- Undergraduate degree required

KNOWLEDGE

- Minimum 2 years experience in coordinating interprofessional education sessions/programs required
- Previous work within chronic disease management models with both primary and acute care settings is preferred
- An understanding of the chronic disease management initiatives across the province that support the network concept and how this initiative connects across the continuum of care is required
- Experience in developing continuing professional development programs required
- Knowledge and experience with primary health care and chronic disease management

Commented [AR8]: This seems very specific. Perhaps we can adjust this to read as experience in coordinating interprofessional education sessions

Commented [MG9R8]: I think I made it a bit less specific

Commented [MG10]: Changed this from required to preferred, what do we think?

Commented [MG11]: Can this be made more general, e.g., educational programs? Or do we really need CPD as a requirement

COMPETENCIES

- Ability to work well independently as well as within a multidisciplinary team environment
- Proficiency in MS Office (Word, Access, Excel, PowerPoint), Video conferencing platforms (e.g., Zoom, GoToMeeting, MS Teams), Adobe Acrobat, email and internet
- Strong/Effective interpersonal, organizational and communication skills
- Strong report writing skills
- Demonstrated time management and organizational skills
- Strong negotiation, conflict resolution and rapport-building skill
- Ability to travel provincially on a regular basis and periodically to other provinces
- Available occasionally on evenings and weekends
- Demonstrated ability to be an effective change agent with excellent interpersonal and team building skills
- Ability to work comfortably and accurately with minimal administrative support
- Ability to work comfortably, effectively and with the level of personal initiative necessary to maintain the high level energy of this program

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- Leadership, organizational, analytical and critical thinking skills
- Ability to balance numerous demands and conflicting priorities
- Demonstrated strong communication skills and ability to adapt communication styles to meet the needs of specific healthcare team members, professional organizations and community members
- Ability to deal with a wide variety of people and personalities in a professional manner
- Ability to anticipate and solve problems
- Builds constructive working relationships
- Demonstrated self-starter, decision maker and problem solver
- Ability to recognize sensitive issues and respond appropriately
- Pursues self-directed educational opportunities in order to maintain competence
- Supports a respectful, team-oriented workplace
- Experience in database management
- Previous experience in calculating descriptive statistics an asset
- Experience in planning, organizing and execution of workshops and conferences required
- Experience in forming partnerships with various community, government agencies and professional regulators an asset
- Experience leading and coordinating projects
- Accountable to work within the scope of employment for the INSERT program name Coordinator role

Commented [AR12]: Maybe we add in after this experience in calculating descriptive statistics

Commented [MG13R12]: I added the descriptive statistics piece in as an asset, not a requirement, interested to hear others' thoughts.

KEY RELATIONSHIPS

- INSERT key organizations/stakeholders (e.g., professional colleges, government, not-for-profit organizations, key clinical champions, etc.)

DECISION MAKING

- Demonstrated ability to work independently and be accountable for all actions and decisions
- Conduct an annual evaluation according to the INSERT program name evaluation framework

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- Monitor the progress of various network activities and evaluation findings, and recommend changes to enhance the program as appropriate
- Organize various committees to assist the INSERT program name management in the development of conferences and projects

STRATEGIC THINKING

- Works collaboratively with the Medical Lead for INSERT program name regarding operational budget
- Demonstrate aptitude for progressive, creative and innovative thinking.
- A high degree of judgment and initiative
- Supervision/mentoring of team members where required

DIMENSIONS

Include the most relevant approximate, measurable areas, both direct and indirect, that the job impacts. These areas should include the number of staff managed and the annual budget.

IMPACT OF RESULTS

Include the typical impact of the achievement of the accountabilities on the organization, department, program, unit, patient, etc.

Commented [MG14]: I think these can be deleted

WORKING CONDITIONS

Consider the usual environment in which the position is performed and describe the degree of exposure to unavoidable physical, sensory and mental pressures.

PHYSICAL ENVIRONMENT

- Office, primary health care, and community settings.
- Ability to work evenings and weekends
- Those associated with a primary healthcare and community healthcare settings.

PHYSICAL EFFORT

- Normal demands in a primary healthcare setting.

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SENSORY ATTENTION

- Normal demands in a primary healthcare setting.

MENTAL PRESSURES

- Normal demands in a primary healthcare setting.

OTHER INFORMATION

Briefly describe any other relevant, position-related information that is not included elsewhere.

APPROVAL

| | Name (please print) | Signature | Date |
|---------------------------|---------------------|-----------|------|
| Prepared by: | | | |
| Approved (Supervisor): | | | |
| Human Resources | | | |