
About The Centre for Effective Practice

The Centre for Effective Practice (CEP) is one of the largest independent knowledge translation organizations for primary care in Canada. We bring together knowledge, evidence, expertise, and resources to ensure frontline providers have the information they need to deliver high-quality care and improve patients' health outcomes. In Ontario alone, our work reaches over 18,000 healthcare providers each year through established relationships with key organizations, medical schools, colleges, and associations.

As a federal not for profit organization, our objective is to identify barriers to optimal practice and produce practical solutions to address these barriers. We achieve this through the development of evidence summaries and clinical toolkits, quality improvement planning, and implementing various knowledge translation interventions including provider education, academic detailing, and integration of evidence into decision support systems. To design and execute effective approaches to improve care, we base our efforts on the highest quality clinical and implementation evidence.

Position: Project Coordinator

As a project coordinator, you will support CEP's team and clients in aspects of CEP's overall operations and project activities. With strong interpersonal and project coordination skills, you will be a key member of our team, supporting provincial and national level projects with the goal of delivering every project on time, within budget and within scope. Candidates should have a strong desire to learn, a passion for improving health care and foundational experience in supporting a team and/or projects. The successful candidate will primarily support the coordination of the CEP's primary care academic detailing service, a continuing medical education (CME) program that offers one-on-one educational outreach visits to family physicians across Ontario.

General Responsibilities

- Coordinating projects as part of a project team, being involved in every aspect including planning, implementation, evaluation, communications, etc.
- Interfacing with internal and external stakeholders such as clinical leads, clinical working groups, target end-users, stakeholder organizations and various team members
- Organizing and processing expenses, identifying opportunities for cost reduction and revenue generation
- Responding to all general information requests
- Managing the scheduling and logistics (room bookings and set-up, AV resourcing, catering, etc.) of events such as client and team meetings, interviews, working groups, focus groups, conferences and training workshops
- Managing the CEP's electronic database and file system while looking for ways to improve content management processes and practices to meet changing business and client needs
- Providing overall administrative support for the team including organizing and attending meetings, preparing and disseminating minutes, faxing, mailing, emailing, photocopying, printing, etc.
- Participating in the collection and analysis of qualitative and quantitative data under leadership from the CEP team (e.g. developing surveys and data collection tools, developing service metric summaries, conducting interviews and focus groups, inputting and analyzing data)
- Supporting human resource onboarding processes
- Monitoring the quality of documentation in Salesforce, our customer relationship management (CRM) system, while continuously looking for ways to improve utilization of its features and functionality (e.g. reports, dashboards)

- Maintaining certification to provide CME credits (Mainpro+), including understanding certification requirements, successfully completing an annual application and updating required documents
- Supporting the creation, maintenance, copy editing and formatting of internal and external documents and deliverables such as 1-pagers, slide decks, financial and progress reports

Qualifications

- University degree in an appropriate health, research or business-related discipline or equivalent experience
- Experience in related position and/or in the health care industry an asset
- Excellent communication skills, both oral and written
- High level of maturity and confidence in interacting with a wide variety of internal team members and external clients, even when under pressure
- Thrives in cross-functional team environment
- Strong organizational skills, including prioritization, meeting deadlines and budgeting
- Independent and self-motivated
- Problem-solver with attention to detail
- Results-oriented, with a demonstrated commitment to exceeding client expectations
- Comfort in working in a dynamic environment and dealing with ambiguity
- Excellent computer skills including proficiency in Zoom and Microsoft Office
- Able to work flexible hours when required

Salary range: Commensurate with experience

Closing date: This is a call for applications that will remain open until the position is filled

Location: The CEP office is in Toronto, Ontario. Due to COVID-19, remote work is currently required.

Terms: Full time, 1 year contract with possibility of extension

Start date: May 2022 (flexible)

Please submit cover letter and resume to Victoria Burton (victoria.burton@cep.health), subject line “Project Coordinator Position”.

Only short-listed and/or successful candidates will be contacted by The Centre for Effective Practice. Thank you in advance for your interest.