



Career Opportunity

Program Coordinator 1.0 EFT - Restorative Practices Program, Quality Department

The College of Physicians and Surgeons of Manitoba (CPSM) is the medical regulatory authority in Manitoba, serving the public interest by regulating the practice of medicine. Comprising of approximately 55 staff, this unique not-for-profit organization carries out its mandate to protect the public through three core functions:

- **Registration** ensures everyone registered to practice medicine in Manitoba is competent to practice and meets the established registration requirements.
- **Quality** supervises the competency of practice and proactively promotes safe care for Manitobans through ongoing education and quality improvement initiatives.
- **Complaints and Investigations** addresses concerns regarding the care provided by or the professional conduct of registrants.

Funding for these essential core functions primarily comes from fees paid by registrants. This enables us to maintain the necessary infrastructure and resources required to fulfill our mandate effectively.

The Opportunity

The College of Physicians & Surgeons of Manitoba is looking for a full-time (1.0 EFT) Program Coordinator to join our new Restorative Practices Program. Reporting to the Medical Consultant, the Coordinator will support the development and implementation of initiatives aimed at promoting truth, reconciliation, and healing within the practice of medicine. This role involves working closely with Indigenous peoples, their communities, CPSM registrants, and members of the public.

The Restorative Practices Program will focus on healing harm through a quality-focused approach to alleviate the fear that engaging with CPSM, will automatically and immediately lead to discipline. The intention is to address anti-Indigenous racism that can arise both intentionally and unintentionally during the practice of medicine. The aspirational goal is to restore the dignity of both parties using processes aligned with Indigenous teachings and human-first principles and to improve health care delivered to Indigenous patients.

The Program Coordinator will play a key role in supporting the Medical Consultant in a multi-year action plan to address the following objectives:

- Creating a process and practice for CPSM to respond to anti-Indigenous racism in medical practice using a quality improvement and restorative approach.
- Integrating restorative practices within CPSM's core functions, including - the Complaints and Investigation Department.

- Developing a mentorship approach for Indigenous registrants in medical practice through a regulatory lens.
- Responding to calls/inquiries from the public and from registrants seeking guidance as it relates to matters of anti-Indigenous racism and/or the enhancements of medical care for Indigenous peoples in Manitoba.
- Curating and promoting Continuing Professional Development opportunities for registrants related to anti-Indigenous racism and the safe and equitable care of Indigenous people.
- Promoting a culture within CPSM to support Indigenous patients and Indigenous physicians.

The Restorative Practices Program is a new program that will support the implementation of the Standard of Practice (SOP) – Practicing Medicine to Eliminate Anti-Indigenous Racism.

Given the nature of the program, which is deeply rooted in the Indigenous context, priority consideration will be given to Indigenous applicants.

The Individual

The ideal candidate for this position is passionate about restorative justice and has a background in program coordination. You should demonstrate empathy, patience, and experience in conflict resolution. This individual should be able to navigate complex situations with sensitivity and professionalism, maintaining a calm and composed demeanor. You will be proactive, detail-oriented, and capable of managing multiple priorities effectively. From a practical standpoint, you have relevant experience in a current or past role where you have demonstrated the following skills and competencies:

- Strong organizational and project management skills.
- Ability to work independently and as part of a team.
- High level of professionalism and ethical standards.
- Strong problem-solving and decision-making abilities.
- Ability to handle sensitive and confidential information with discretion.

Responsibilities:

- **Program Support:** Assist in the development and implementation of programs and initiatives that promote Indigenous truth and reconciliation within the practice of medicine.
 - Provide administrative support and coordination for restorative processes.
 - Collaborate with multidisciplinary teams within CPSM and external groups.
 - Maintain accurate records and documentation related to the Program's activities.
 - Schedule and coordinate assessments and restorative plan meetings for the medical consultant.
 - Develop detailed case review procedures and processes.
- **Community Engagement:** Assist in establishing and maintaining strong, trust-based relationships with Indigenous communities and leaders.
 - **Consultation:** Facilitate regular consultations with Indigenous communities to gather input and feedback on regulatory practices and policies.
 - **Outreach:** Support outreach strategies to engage Indigenous communities in the regulatory process.
- **Policy Development:** Support the creation and revision of CPSM policies and guidelines to ensure they are culturally sensitive and aligned with the principles of truth and reconciliation.
 - Provide support and education with the roll-out of policies and practice standards related to the Restorative Practices Program
- **Training and Education:**
 - **Workshops and Seminars:** Organize workshops and seminars.
 - **Resource Development:** Create and modify educational materials and resources to support ongoing learning and awareness of Indigenous health issues among CPSM registrants.

Qualifications:

- **Education:** Bachelor's degree in one of the following areas: Indigenous Studies, Public Health, Social Work, or a related field. Work experience and community involvement will be considered in place of the education requirement.
- **Experience:** Minimum of 3 years of experience in community engagement, program coordination, or a related field, with a focus on Indigenous communities.
- **Skills:** Effective organizational, communication, and interpersonal skills. Ability to work collaboratively with diverse groups. Knowledge of Indigenous cultures and the principles of truth and reconciliation.

Assets:

- Experience communicating directly with members of the public.
- Experience working in the healthcare system or a regulatory setting.
- Experience working in a professional organization dealing with privacy and confidentiality.
- Proficiency in MS Office including Outlook, PowerPoint, Word, Excel and SharePoint.

Salary and Benefits:

CPSM offers a comprehensive benefits package and a competitive salary range. Individuals will be placed in the range commensurate with qualifications and experience.

This position is subject to a Criminal Record Check.

Contact:

Interested candidates should submit the following materials:

1. a cover letter
2. resume

Submit your cover letter and resume by **November 29, 2024 directly** to:

Email: Recruiting@cpsm.mb.ca

Attn: **Dr. Ainslie Mihalchuk**
Registrar & Chief Executive Officer
College of Physicians and Surgeons of Manitoba
1000-1661 Portage Avenue
Winnipeg, Manitoba R3J 3T7

We thank you for your interest in this position. Please note that only short-listed candidates will be contacted for an interview.

The College of Physicians & Surgeons of Manitoba is strongly committed to equity and diversity within its community and especially welcomes applications from women, racialized persons/ persons of colour, Indigenous peoples, persons with disabilities, persons of all sexual orientations and genders, and others who may contribute to the further diversification of ideas. All qualified candidates are encouraged to apply.