

LEARNING & SUPPORT COORDINATOR, PHYSICIAN COMPENSATION

One-year Term | Full-Time | Vancouver, BC

Make an Impact

BC Family Doctors is advocating to create a new reality for patients and family physicians. We believe everyone deserves a family doctor. As our **Learning & Support Coordinator**, you will play an important role in ensuring that physician members have accurate and up-to-date information to navigate billing for both the Longitudinal Family Physician (LFP) Payment Model and the fee-for-service payment model, primarily through digital platforms.

Who We Are

BC Family Doctors' purpose is to build an environment where family medicine and family doctors thrive. We are a member-driven professional association - the political and economic voice of family doctors in BC. We are fierce and passionate advocates working to ensure family physicians are seen, heard and valued as the cornerstone of our health care system. We cultivate a culture of openness, respect, integrity, vulnerability, courage and all kinds of smarts. We're about restoring humanity to health care because whether you are a doctor running a community practice or a team-member of BC Family Doctors, we're all human beings first and foremost.

Our Team

We're a small, dynamic team in a fast-paced non-profit, connected to purpose and doing work that we love. We mainly work remotely but come together regularly in the office to brainstorm, ask tough questions and dream big. We're not hung up on titles and hierarchy - we work together because it makes us stronger, and let's face it, teamwork makes everything better. We work closely with our dedicated Board of Directors, who are all practicing family physicians.

Your Role

Reporting to Senior Manager, Physician Compensation, this role is responsible for developing and maintaining digital learning tools and educational resources for physicians.

DIGITAL LEARNING & WEBSITE TOOLS

- Develop, update, and manage digital learning tools on the BC Family Doctors website related to physician compensation, such as the Simplified Fee Guide, Simplified LFP Guide, and Billing Question Library
- Work collaboratively with other staff to create physician compensation-related content for the BC Family Doctors' website, newsletters, and other communications vehicles, ensuring that the information is accurate, up to date, and meeting physician needs.
- Work with physicians and subject matter experts to translate complex billing and compensation information into accessible, engaging learning content.
- Track and evaluate user engagement with digital tools to inform updates and improvements.
- Respond to user inquiries related to digital tools and educational content, escalating technical issues as appropriate.
- Act as a point of contact with website contractors for technical issues and updates related to digital learning & website tools
- Ensure digital content aligns with organizational standards for accessibility, branding, and quality.

BILLING SUPPORT & EDUCATION

- Develop understanding of physician payment models, including the LFP Payment Model and fee-for-service
- Provide billing support to physicians
- Work with physician billing leads and subject matter experts to respond to billing inquiries and develop billing support resources
- Track and collate physician billing inquiries and feedback to inform payment model improvements.
- Contribute to planning and creation of billing education materials, such as toolkits, guides, and other digital learning materials

ADMINISTRATIVE SUPPORT

- Provide logistical and administrative support for physician compensation-related activities.
- Assist with preparing briefing notes, presentations, and other materials
- Support information and file management for physician compensation-related work
- Coordinate and attend webinars, conferences and events
- Respond to general inquiries and provide communications support
- Provide coverage for staff absences as needed
- Provide other coordination and administrative support duties as required

What you Bring

- A minimum of three years relevant experience
- University degree or equivalent education, training, and experience
- Tech-savviness with experience in website content management (e.g. WordPress) and/or learning management systems (LMS)
- Education or experience in digital learning, adult education, or knowledge translation is an asset
- Strong written communication skills with the ability to translate technical information into plain language
- Meticulous attention to detail and excellent organizational skills
- Ability to work independently and as part of a small team
- Ability to prioritize and manage a varied workload
- A positive, enthusiastic attitude; adaptability and resourcefulness
- Strong interpersonal skills and the ability to build relationships with a community of physicians and physician organizations
- Experience working in the healthcare, or social profit field is an asset
- Residing in the Lower Mainland is required for attendance at meetings, conferences, and events

The Details

This is a one-year, full-time contract position (37.5 hours per week) with the possibility of extension. The role is based in Vancouver, with a salary range of \$60,000 - \$75,000 per annum, depending on qualifications and experience. We provide 4 weeks paid vacation plus an excellent benefits package. The anticipated start date is November 24, 2025.

We pride ourselves on having flexible work schedules and an engaging, supportive team atmosphere. Ours is a **hybrid** work environment, mixing remote work with **2-4 days per month** in the office. Some evening and weekend work will be required.



How to Apply

If you see yourself in this position and it seems like a good fit, we invite you to apply even if you don't check all the skills or qualification boxes. BC Family Doctors is committed to equity and inclusion. We encourage candidates from diverse backgrounds and experiences to apply.

Please submit your resume along with a cover letter through our recruiting partner's (Magnolia Recruitment's) website: <https://www.careers-page.com/magnolia-recruitment-inc/job/939XWXV4>. **For questions only**, please reach out to: hello@bcfamilydocs.ca.