



Niagara Falls Community Health Centre

Job Title: Family Physician	
Work Location: Niagara Falls Community Health Centre	
Division/Department: Clinical	
Reports to: Executive Director	
<input checked="" type="checkbox"/> Full-time (37.5 hours)	<input type="checkbox"/> Part-time

Purpose

Reporting to the Executive Director as a salaried employee, the Physician provides and manages primary care for marginalized clients with varying degrees of social and medical complexities in accordance with current College of Physicians and Surgeons of Ontario Standards of Practice. The Physicians approach to client care is holistic and utilizes current client education and therapeutic techniques. The Physician collaborates, consults, and participates as an equal member of a multidisciplinary team (internally and externally). This individual is a natural leader who practices to the full scope of practice, remains informed on evidence-informed practices, has the willingness to participate in quality improvement and research initiatives, completes administrative tasks with the organizational guidelines and has a constant desire to learn both as an individual and as a collective team.

Accountabilities and Responsibilities

Duties and responsibilities include, but are not limited to:

- Provides client diagnosis, assessment, planning, implementation, and evaluation in person and virtually in accordance with the College of Physicians and Surgeons of Ontario standards of practice and NFCHC organizational standards.
- Responsible to build and support a team based patient roster based on Ministry guidelines.
- Delivers care to the full age spectrum of patients and specialized populations that include (but not limited to): trans care, newcomers to Canada, palliative care, victims of human trafficking, etc.
- Practices utilizing a client-centered approach that ensures accessible services and empowers individuals, families, and communities.
- Passion for the CHC Model of Care appreciating the unique approach to delivering service.
- Natural leader in an interdisciplinary team and active participant in collaborative care.
- Responsible for collaborating with all team members in a respectful and professional manner, this includes consultation with any team member that requires it.
- Provide point of care in other community settings as identified by Senior Leadership Team.
- Responsible for maintaining high quality standards and timely documentation in the Electronic Medical Records (EMR).
- Participate in team meetings, committee work, and community/provincial driven initiative as appropriate to support both service delivery and organizational goals.
- Act as member of an interdisciplinary team which assists with the development, analysis and implementation of client programming and services to deliver primary care services.

- Provide input for development and implementation of NFCHC's programming and services.
- Participate in quality improvement activities as identified by the NFCHC.
- Develop and maintain strong ties to other professionals and community members.
- Work in a manner that demonstrates commitment to NFCHC's mission, vision, and values.
- Contributes to the CHC's strategic goals and objectives and values the equality and diversity of the client community and NFCHC staff.
- Participate in professional development opportunities as identified in the performance management process.
- Required to carry and maintain professional liability insurance.
- Adhere to the expectations of NFCHC policies and procedures and operating procedures.
- Work in a safe manner as per relevant health and safety legislation and NFCHC policies.
- Ability to work extended hours, weekends, and other hours as requested by leadership.

Education and Employment Requirements

Education:

- A medical degree from a recognized university.
- Licensed to practice as per the College of Physicians and Surgeons of Ontario (CPSO).
- Registered and in good standing with the CPSO.
- Current professional liability insurance.

Experience:

- A minimum of 3 years' experience practicing in a clinical setting, community setting working with marginalized patients preferred.
- A minimum of 3 years of experience in providing care to socially and medically complex patients (e.g., multiple chronic conditions, substance misuse, homeless, newcomers, individuals with mental health, etc.)
- A demonstrated understanding of the Community Health Centre Model of Care
- Demonstrated experience in collaboration and working within an interdisciplinary team.
- Demonstrated experience and highly proficient in Electronic Medical Records and use of virtual care tools including AI scribing.

Skills and Abilities

- Ability to practice utilizing a client-centred approach with a strong understanding of the impact of the social determinants of health on patient care management.
- Excellent time management skills with the demonstrated ability to effectively set priorities and complete the required administrative tasks.
- Excellent computer proficiency (i.e. MS Office – Word, Excel, and Outlook; Electronic Medical Records, AI Scribing)
- Superior verbal and written communication skills, including ability to effectively communicate with internal team and external partners.
- Ability to be flexible and adaptable to an evolving environment
- Demonstration of interpersonal skills with the ability to listen effectively and positively collaborate with others and clients.
- Ability to effectively identify problems and collaborate with others towards a solution.
- Proven ability to lead and/or participate in research and quality improvement initiatives
- Commitment to continual professional development; recommended (but not required) trained in: Infection Prevention and Control standards, Rainbow Health, palliative care, advanced care planning, chronic disease management, PrEP, controlled substances, and/or Indigenous Cultural Sensitivity training
- Must be able to work in an evolving environment, while maintaining a positive attitude and providing exemplary customer service

Key Performance Indicators

- Contribution and management of NFCHC panel size by being the most responsible provider for 600-800 patients.
- Demonstration of utilizing patient facing time effectively and following NFCHC's appointment length of time.
- Meeting NFCHC's performance standards for MSAA indicators.
- Demonstration and participation in collaborative care with NFCHC's interdisciplinary team.
- Participation and contribution to NFCHC strategic priorities.
- Meet and/or exceed client satisfaction.
- Quality and timeliness of documentation according to organizational policy and workflows.

Additional Requirements

- Ability to work other hours as requested by leadership.
- Possession of a valid Ontario Drivers' License, access to a reliable vehicle and a Police Reference Check are required.
- Some expectation of dissatisfied clients
- Extended periods of sitting and working at a computer.