



Mosaic Primary Care Network Head Office  
Unit #101, 807 Manning Road NE, Calgary AB T2E 7M8  
Phone: 403-250-5059 Fax: 403-250-5227  
Website: [www.mosaicpcn.ca](http://www.mosaicpcn.ca)

## Physician Relations Specialist – Job Post

**Status:** Regular Full-Time (1.0 FTE)  
**Reporting To:** Director, HR & Patient Relations  
**Date Available:** Negotiable  
**Hours of Work:** 7.75 hours per day, 38.75 hours per week  
**Exempt/Non-Exempt:** Exempt  
**Program:** HR & Patient Relations  
**Salary Range:** \$78,000 - \$111,000  
**Closing Date:** Open until suitable candidate is found

### **About Us**

Mosaic Primary Care Network (PCN) provides a wide range of primary health care services in the northeast and southeast Calgary communities in partnership with a group of family doctors. Our talented interdisciplinary health care teams work together to provide services that best support patient needs.

We want YOU to bring your expertise to our growing team as we continue to develop solutions to meet the needs of our local community. If you have initiative, are resourceful, engage easily in teamwork, and most importantly, want to make a difference in healthcare, we want to hear from you!

### **Position Summary**

Reporting to the Director, HR & Patient Relations, the Physician Relations Specialist provides support to the Medical Director for the leadership of the Mosaic PCN physician services. This includes responsibilities including, but not limited to, ensuring Service Level Agreements (SLA) are revised and maintained as necessary, performance reviews and performance management is conducted on a regular basis and any issues are raised and documented. Additionally, this position will foster and maintain a workplace culture in which physicians working in MPCN clinics and services are feeling supported in safe and positive interactions between physicians, MPCN staff, and patients and their families.

The Physician Relations Specialist provides invaluable support by ensuring the Medical Director can meet their accountabilities, prioritizing their limited time, and managing their resources efficiently. This position requires the ability to anticipate needs, think critically and offer solutions to problems with a high level of professionalism and confidentiality.

### **Key Responsibilities**

#### Contract Management

- Ensure that all MPCN physicians have and maintain a Service Level Agreement (SLA) signed with MPCN and update Medical Director as necessary.
- Manage the NetCare enrollments on behalf of the Medical Director, and in line with the organization's privacy policy and matrix.
- File all contracts accordingly.

#### Recruitment, Onboarding & Training

- Provides resources and support for hiring of MPCN physician contractors (approximately 5 per year).



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- Works with partners to initiate and organize various physician recruitment and support retention activities.
- Create and maintain interview tools.
- Participate in interviews and facilitate post-interview discussions.
- Create and extend agreements to selected physicians.
- Provide a great end-to-end recruiting experience for candidates and hiring panel.
- Ensure smooth onboarding of new MPCN physician contractors.
- Coordinate, recommend and track annual and ongoing training for physician contractors.

#### Mosaic Physician Contractor Support

- Serve as a point of contact for MPCN physicians contractors related to clinical services delivery, escalation of interpersonal issues and other matters.
- Work as a liaison between the Medical Director and MPCN physician contractors providing information, updates and documents as needed.

#### Performance Management

- Maintain and oversee the performance management processes, including annual performance reviews for MPCN physician contractors, fostering an environment of continuous development, coaching and assisting the Medical Director in handling and monitoring performance concerns, and providing support with disciplinary meetings and investigations.
- Mediate difficult conversations and/or conflicts and advise on matters where corrective action and/or dispute resolution may be required.
- Receive and monitor expenses and time logs in accordance with the executed Service Level Agreements, ensuring appropriate approvals are received prior to submission for payment.
- Ensure Medical Director's responsibilities are met with regards to MPCN physician contractors and their accountabilities.
- Report and work with the College of Physician & Surgeons of Alberta as needed, including monitoring of the College's published investigations.
- Ensure all performance management communication and documentation are appropriately filed on a timely basis.

#### Compliance

- Ensure compliance with all relevant policies, procedures and legislation, including but not limited to all health information as in the *Health Information Act* (Alberta) and all personal information as defined in the *Freedom of Information and Protection of Privacy Act* (Alberta).
- As an affiliate for the Medical Director in their role as Master Custodian, supports the tracking and implementation of risk mitigation strategies on all clinical privacy incidents of the physician contractors.

Other responsibilities as required.

#### **Qualifications & Requirements**

##### Education

- Bachelor's degree in Business Administration.



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## Experience

- Minimum of three (3) years working in a similar role, preferably supporting a Medical Leadership position in a healthcare setting.
- At least three (3) years experience in full cycle recruitment; including posting, screening, interview and extending offers for physicians or other medical leadership.
- Experience in dealing with performance management issues with professionals, such as physicians.
- Experience conducting investigations with physicians (or other professionals).

## Knowledge, Skills & Abilities

- Proficient with the various applications within Microsoft Office.
- Strong verbal and written communication skills, as the incumbent works with high-level professionals.
- Exceptional organizational skills and attention to detail.
- High degree of professionalism in dealing with professionals and other stakeholders.
- Ability to initiate and follow-up on activities without supervision.
- Ability to maintain a high level of integrity and discretion in handling confidential information.
- Knowledge of provincial healthcare, privacy and compliance is an asset.

## **Competencies**

The **Core Competencies** listed below are identified by Mosaic leadership and should be demonstrated by all employees across the organization:

### Practice Communication Excellence (Communication)

- Plan and deliver oral and written communications respectfully and tactfully to make an impact and persuade an intended audience.

### Build Community-Feeling (Teamwork)

- Able to share due credit with coworkers, display enthusiasm, and team spirit and promote a friendly group working environment.

### Advocate for Patient/Client (Patient/Client-Centricity)

- Able to demonstrate a high level of patient/client service delivery in a respectful and caring manner.

### Understand Values of Change (Adaptability)

- Openness to different and new ways of doing things; willingness to modify one's preferred way of doing things with a positive attitude.

### Embrace Culture and Diversity (Cultural Competency)

- Developing positive attitudes towards diverse populations; gaining knowledge of different life practices and world views.

### Act with Professionalism (Personal Effectiveness)

- Takes personal responsibility for the quality and timeliness of work and achieves results with little oversight.



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### **Working Conditions**

- Occasional evening and weekend hours required.
- Ability to travel on public transportation or valid drivers license with access to own car.

### **Why Mosaic PCN**

We provide a competitive benefits package for eligible employees including: comprehensive health and dental coverage, Health Care Spending Account (HCSA) / Taxable Spending Account (TSA), a group RRSP matching program, professional development opportunities, generous vacation and other paid time off, and more!

### **Conditions of Employment**

Successful applicants must provide proof of qualifications and a current police information check (PIC) including vulnerable search at the applicant's expense. The results of the PIC may alter or revoke any offer made by Mosaic PCN.

We would like to thank all applicants for their interest and resumes. Please note, only those candidates chosen to proceed through the selection process will be contacted. No phone calls please.