



Job Posting: Membership and Mentorship Manager (Remote Position)

We will be reviewing applications and conducting interviews on an ongoing basis. The last date we will be accepting applications will be May 24, 2024. We will be reviewing applications and conducting interviews on a rolling basis, so anyone interested in the position is encouraged to apply early.

About IPAC

The Indigenous Physicians Association of Canada (IPAC) advocates for Indigenous peoples' health, and acts as a support mechanism for Indigenous physicians, residents and students. We believe in elevating the voices of our Indigenous physician leaders to greater spheres of influence to impact system-level change for the care of Indigenous people. We strive to create a work culture that values respect, collaboration, wellness, and cultural safety. www.ipacamic.ca

IPAC is an Indigenous national organization with non-profit and charity status. We work with Elders and Knowledge Keepers and value Indigenous ways of knowing, learning, and doing. Our 2024 activities include onboarding and supporting our new team member; expanding our national mentorship program; implementing our framework for physician wellness and joy in work; continuing our work in anti-Indigenous racism in medical education and healthcare systems; supporting student-led initiatives; furthering our work in environmental stewardship; and coordinating networking and continuing education events like our Annual IPAC Mentorship Gathering and AGM.

About the job: Membership and Mentorship Manager

The person in this role will be in a leadership position with a significant level of responsibility, working on a variety of tasks which requires a high level of detail and follow through. They will manage two portfolios within IPAC: Membership Services and our Mentorship Program. Over time they may be responsible for overseeing junior staff members

Membership Services

IPAC is a member-based organization that supports 400+ Indigenous physicians, resident and medical student members. IPAC strives to respond to our membership's growing and changing needs. The person in this leadership role will nurture and build relationships with the goal of improving the membership experience. The ideal candidate will be committed to continuing to increase IPAC membership so that we can serve all Indigenous physicians, residents, and student members who want to be part of the IPAC family.

We are looking for an individual who is detail-oriented, with 3 or more years of client and partner relationship building experience. The person in this position will report to our Acting Director.



IPAC Mentorship Program

Through the Truth and Reconciliation (TRC) Calls to Action 23/24 Medical School Report Card Survey, the Roundtable Discussions on Anti-Indigenous Racism in Medical Education, and in conversations with our members, we have had the opportunity to listen and learn. On-going support for Indigenous learners throughout medical school and during transitions has been one of the most expressed needs. In addition, we are committed to the mentorship of youth, encouraging them to consider a career in healthcare. The IPAC Mentorship Program includes both an on-line matching portal and live (in-person and online) mentorship events. The person in this position will report to our Acting Director.

Membership and Mentorship Manager Roles and Responsibilities

Membership Services

- Strives to improve the membership experience
- Creates and implements plans to increase membership
- Encourages members to participate in member benefits
- Maintains and manages membership database
- Executes recruitment and retention campaigns
- Ensures detailed analysis of member profiles are available
- Communicates the needs of the membership to the Acting Director
- Ensures Glue Up manual is accurate and up to date
- Builds and maintains strong working relationships with IPAC members through regular communication, collaboration and engagement initiatives
- Serves as point of contact for IPAC membership base acting promptly and professionally

Mentorship Program

- Manages the IPAC Membership Circle, an online mentorship matching portal
- Coordinates IPAC Mentorship Events at medical schools across Canada as well as online (Please note travel is required for this position, hours of work may vary)
- Creates and Maintains the IPAC Mentorship Program Budget
- Designs and implements training for mentors and mentees
- Supports mentors and mentees when assistance is needed
- Assesses mentorship program for areas of improvement
- Nurtures relationships with partners and stakeholders

Position Details

- Rolling application deadline May 24, 2024.
- Ideal start date June 3, 2024 or earlier.
- Full-time employment contract.
- 37.5 hours/week.
- \$76,000.00/year.
- 2 weeks (10 business days) paid vacation.



- One paid organization-wide closure week (5 business days) each summer. Date to be chosen by the team.
- One paid organization-wide closure week (5 business days) each winter between Christmas and New Years.
- 4 paid Fridays of your choice off.
- 7 paid sick days.
- Unpaid Cultural leaves as outlined in <https://www.canada.ca/en/services/jobs/workplace/federal-labour-standards/leaves.html#h2.8>
- Ongoing home office stipend \$40/bi-weekly.
- Extended health insurance benefits after the 3 month probation period as well as a \$1000.00 annual spending allowance for health and wellness.
- Employees are required to have access to an adequate internet connection and a workspace where the candidate is able to participate in video conferencing and online facilitation. Understanding that internet quality can be a challenge in remote areas, IPAC is committed to working with employees to compensate for costs associated with securing an adequate internet connection.
- If necessary, computer equipment will be provided.
- Due to the nature of meetings and events, occasional weekends and evening hours will be required.
- Fall travel is required (Sep - Oct) for IPAC Mentorship events (dates are subject to change). Travel expenses are paid by IPAC.
- All staff are required to attend and work at our IPAC Annual Mentorship Gathering and AGM each summer. Locations vary. Travel expenses are paid by IPAC.
- All staff are invited to our annual Board and Staff Leadership Retreat which takes place Thursday-Sunday in the first quarter of the calendar year. Travel expenses are paid by IPAC.

Work Environment

- An opportunity to work in an environment that values Indigenous ways of knowing, learning, and doing.
- A supportive work environment that is committed to your success and development.
- IPAC is a national organization, working across all time zones, with all staff currently working from home.
- You'll be joining a team of four staff members (and growing) in an organization with an engaged membership.

What we are looking for in a Candidate

Potential candidates may not have everything on this list. We encourage applications from candidates who meet some of the qualifications and are excited about the job.



Must Haves

- A commitment to a culturally safe, supportive and respectful work environment
- Experience with supporting members and growing membership
- Experience coordinating mentorship or similar programs
- Excellence in people management, including coaching, supporting, reflecting and navigating interpersonal situations
- Experience speaking to large groups and leading group discussions.
- Demonstrated ability to build and maintain relationships with partners
- Ability to think strategically and to seek out feedback to manage systems and improve on them
- Responsiveness to emerging needs and issues and ability to generate creative and people centered solutions
- An understanding of particular barriers faced by Indigenous medical students, residents, physicians, and patients
- A familiarity with the TRC Calls to Action, the In Plain Sight Report and Joyce's Principle
- Excellent written and verbal communication skills in English
- Competence with Microsoft Office, Google tools, Canva, Adobe Products, WordPress and Zoom.
- Confidence with learning to use new technological platforms and tools
- Ability to attend mentorship events that may take place on evenings and weekends
- Ability to travel approximately 25-30 days/year
- Works well both with a team and independently
- Enjoys solving a problem and building and improving organizational systems.
- Ability to prioritize and move between diverse projects
- Excellent follow up and record keeping skills.
- Resourceful and flexible.

Nice to haves

- Written and spoken French language skills.
- Experience designing effective surveys.
- Experience with Glueup and Pushfar an asset.
- Familiarity with medical education, healthcare, and/or the non-profit sector.

The Application Process

All candidates are asked to [fill out this form](#), instead of a cover letter. The form will also ask you to upload your resume in a PDF format. Note that you cannot edit your responses after they have been submitted.

If you have any problems with the form, please contact kayla.knelsen@ipacamic.ca If you have questions about this position, please reach out to Melanie Osmack, Acting Director, at Melanie.Osmack@ipacamic.ca

We will be reviewing applications and conducting interviews on a rolling basis, so anyone interested in the position is encouraged to apply early. Applicants selected for an interview will be contacted within two weeks of their applications. The last date we will be accepting applications is May 24, 2024.



Once the position has been filled, we will close the application form. We are thankful for all applications, and will only be contacting candidates invited for an interview. Given the mission and nature of the activities of IPAC, First Nations, Inuit and Métis applicants will be given priority.