DEPARTMENT MEMBERSHIP LIAISON
DEPARTMENT OF SURGERY

DATES
January 1, 2023 – December 31, 2025 (Three Years)

POSITION OVERVIEW
This new position in the Department of Surgery relates closely to the previous role of Ombudsperson in the department, with new and expanded deliverables. In a broad sense, they will support members and they will support the department. Regarding members, they will help to address their concerns and conflicts. Regarding the department, they will serve as an impartial resource identifying potential system issues and concerns. They will not hold another formal leadership position in the Department of Surgery so that they may remain neutral to discussions.

QUALIFICATIONS / CHARACTERISTICS OF IDEAL CANDIDATE
This surgeon will hold active privileges in AHS Calgary Zone Department of Surgery. They will have significant leadership experience and hold a respected profile in the physician community. They will have effective communication skills and experience with conflict management. They will have demonstrated equity, diversity and inclusion in their clinical practice and previous positions. Their strengths will lie in their compassion, ability to connect with others and ability to support others. They will be attune to the importance of physician wellness and peer support.

SCOPE OF POSITION / DELIVERABLES

Role Member Support
The Department Membership Liaison (DML) serves the role as an alternative route to conflict resolution for department members. Department members may approach the DML to relate concerns with colleagues, department leadership, or department processes. They may act as a mediator to ensure a fair and transparent process for both parties.

The DML will attempt to address and resolve complaints informally by developing a range of responsible options to resolve the problems and facilitate discussion. They will strive for impartiality, fairness, objectivity and confidentiality. They will identify resources that may assist the department member. Alternatively, they may direct recommendations to a leader in the Department of Surgery such as a Program Director or a Section Chief or a Facility Site Chief. The confidentiality of the department member will not be violated.

Department Support
The DML will attend the Department of Surgery executive committee monthly. They will provide education and outreach to promote their office, their role, the services they provide, and conduct training and initiatives on identified areas of need and build internal capacity in conflict resolution skills.
They will help identify trends, issues and concerns about policies and procedures in the Department of Surgery, including potential future issues and concerns, without breaching confidentiality or anonymity, and provide recommendations for responsibly addressing them.

They will support the search and selection process for new clinical hires and leadership hires in the Department of Surgery. They will participate themselves as a neutral member, or they will help to coordinate another neutral member, for every search and selection process. The neutral member will help the leader of the search and selection committee to ensure that AHS processes, are met including appropriate representation on the committee following principles of equity, diversity, and inclusion.

ACCOUNTABILITY
This position will report to the Department Head of Surgery.
In the case of a concern regarding the Zone Clinical Department Head, the DML will report to the Associate Zone Medical Director, AHS, Calgary Zone.

FTE
0.2 FTE Medical Affairs Honoraria Grid

APPLICATION
Please send your letter of intent, curriculum vitae and names of three referees to Elaine Campbell at Elaine.campbell@ahs.ca

DEADLINE
October 1, 2022

INFORMATION
For questions regarding this leadership position, please contact Dr. Frankie Fraulin, Deputy Department Head, Governance and Physician Services
Frankie.fraulin@ahs.ca