



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Senior Advisor, CEO	
Position Number(s)	Community	Division/Region(s)
07-14912	Yellowknife	HQ

## PURPOSE OF THE POSITION

Reporting to the CEO NTHSSA, the Senior Advisor is accountable for providing strategic analysis and advice on major policy, program, and operational issues affecting the Northwest Territories Health and Social Services Authority. The Senior Advisor is directly responsible for providing insight and analysis on all programs, policy, and processes directed by the Department of Health and Social Services to ensure consistency and practicality towards implementation in the regions. The Senior Advisor will complete analysis and present recommendations to the CEO for consideration and subsequent action.

## SCOPE

The NTHSSA is the single provider of all health and social services in the NWT, with unique collaborative arrangements in the Hay River and Tlicho regions. It covers 1.2 million square kilometers and serves approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. Health and social services include a full range of primary, secondary and tertiary health services and social services including family services, protection services, care placements, mental health, addictions, and developmental activities, delivered by more than 1,400 health and social services staff.

Under the direction of the Department of Health and Social Services (DHSS), the NTHSSA is established to move toward one integrated delivery system as part of the government's transformation strategy. Territorial and federal legislation inform the development of DHSS policy, which leads to operational policies, guidelines and standards of care that are developed by the NTHSSA for regional implementation.

The Senior Advisor is located in Yellowknife and reports to the CEO, NTHSSA. The position is accountable for providing strategic analysis and advice to the CEO on major legislative, policy, program, and operational issues affecting the Authority and the regions that operate within it. This includes managing communications and dialogue with the regions regarding current issues, new processes, policy, and/or programs, and other ad hoc communication requirements.

The Senior Advisor functions at a senior level in the Authority and must possess a range of managerial, communications, analytical, and diplomatic skills. The incumbent frequently liaises and coordinates activities with the regions, which at times may have conflicting views and needs, therefore requiring influence and tact to help implement DHSS mandates for consistency across all regions.

The health programs and services provided by GNWT must take into account the great diversity of geography, languages and cultures, which create specific challenges and opportunities. The population of the NWT also presents unique demographic, health status and socioeconomic characteristics in comparison with the rest of Canada. The changes occurring in most aboriginal communities are resulting in particular patterns of demand and pressure on the health and social services sector.

In this context, improvements to the health and wellness of NWT residents can only be achieved through holistic and multi-disciplinary approaches that place emphasis on individual and community empowerment. The promotion of self-responsibility and the development of new partnerships between individuals, health professionals, communities and government agencies are more essential than ever to the implementation of cost-effective programs that are culturally appropriate and responsive to needs and priorities that have been identified by stakeholders themselves.

The Senior Advisor must carry out the responsibilities of the position recognizing the complexities, inter-relationships and diverse goals of the system. In addition, given the nature of the health and social services sector, there is the requirement to work closely with Chairs and regional COOs.

The CEO requires the Senior Advisor to be involved on his/her behalf in extensive contact, consultation and discussions with the regions, the DHSS, and other stakeholders, interest groups, and individuals.

The Senior Advisor directs the development of briefing material, support documentation, agendas and program/policy issue summaries for use by the CEO in meetings, committees, seminars and other gatherings chaired or attended by the CEO. The Advisor provides guidance and interpretations to senior managers on the intent and purpose of action or other requests made by the CEO and the DHSS.

This position is the main point of contact for the Minister's office. The incumbent must be able to handle the additional responsibility of handling requests for information and direction on various

issues that the Minister's office needs assistance with. The Senior Advisor participates in meetings between the CEO and the Minister, and is a member of the Authorities senior management team.

## **RESPONSIBILITIES**

- 1. Reviews and provides strategic advice to the NTHSSA CEO on the implementation and modification of all Health-and-Social-Services-specific legislation, policy and program initiatives, to ensure consistency and practicality.**
  - Gathers critical information in order to provide expert advice and consultative services on all issues related to departmental programs and conducting research in support of practical application of policy and management initiatives.
  - Liaises and consults with Senior Management Committee members (SMC) and Joint Senior Management Committee members (JSMC), regional COOs, and other various stakeholders, to obtain information, to seek advice and to initiate action on a wide range of matters on behalf of the CEO.
  - Provides feedback, on behalf of the CEO, to staff on briefing material, correspondence, etc. which they have prepared and recommend approaches, strategies, and improvements.
  - Reviews briefing notes upon request from the Senior Administrative Coordinator to the CEO; noting connection to other issues and briefing notes, consistent with the view and directions of the CEO.
  - Responds to requests for information from the CEO, following up on action required, actioning work as necessary or when urgent issues require a response, and contributing to the coordination and facilitation of the workflow in the NTHSSA.
- 2. Researches and provides strategic advice on major current, new, and emerging Health and Social Services programs, operations, and issues.**
  - Provides strategic advice to the CEO on major current, new and emerging health and social services trends and issues, and verifies priority and recommended approach with the DHSS.
  - Works to foresee upcoming issues, determining the extent and purpose of information required, and making others (CEO, NTHSSA Executive, JSMC, SMC, and department staff) aware of information requirements, initiating action to obtain information within very precise time frames; taking action on necessary items that will support the CEO's needs.
- 3. Liaises with the DHSS office on policy and program directives to provide strategic advice on the implications at the Authority and Health Regions level.**
  - Analyzes and prioritizes issues being addressed in the NTHSSA and facilitates discussions and feedback to the CEO, SMC, and DHSS; assessing potential next steps necessary to advancement or resolution of issues.
  - Provides recommendations on edits, adaptations, or amendments to new policy and programs created for implementation through the NTHSSA, and submits for review by the CEO and DHSS.

- Determines the extent and purpose of information requirements and provides direction on format, content and style to divisions within the NTHSSA. Establishes time frames for receipt of such information; including the assessment of quality and content.

**4. Collaborates with, and collects feedback from, the Health Regions on various programs and policies with the intent of providing strategic recommendations on process improvement and other policy and program recommendations.**

- Collaborates with the CEO to identify priority issues to address with the regional COOs.
- Conducts regular feedback meetings with each of the regional COOs to ensure policy and programming is aligned with the overall DHSS vision and strategy, and advises on further strategic implications.
- Actions necessary strategic concerns through the CEO with the DHSS to ensure policy and programs are appropriate for each region.

**5. Supports the JLC and JSMC committee meetings by offering advice, analytics, planning and project follow-ups.**

- Ensures the effective operation of the Senior Management Committee and assists with the coordination of system-wide activities, including service delivery approaches, business and operational planning.
- Provides analytical and planning support to the JLC and JSMC by gathering and collecting requests for information.
- Facilitates the exchange of information relevant to the health and social services system and required by the JLC and JSMC.

**6. Liase with and support the Minister's Office**

- Analysing and prioritizing issues being addressed in the CEO's office and facilitating discussions and feedback to the Deputy Minister of Health and Social Services Office, SMC and the Minister's Office; assessing potential next steps necessary to advancement of resolution of issues.
- Determining the extent and purpose of information requirements and providing direction on format, content and style to divisions with the Authority and establishing time frames for receipt of such information; assessing quality and content of briefing books, notes, background materials and speeches, contributing to a quality end product and working in co-operation with divisions and CEO's office staff to define the Minister's preferences and requirements
- Receive and manage requests directly from the Minister's office to ensure the Authority response can be actioned effectively.

## **WORKING CONDITIONS**

*(Working Conditions identify the **unusual and unavoidable**, externally imposed conditions under which the work must be performed and which create hardship for the incumbent.)*

### **Physical Demands**

Normal office environment.

### **Environmental Conditions**

Normal office environment. The environment is busy and there are often conflicting demands and many distractions.

### **Sensory Demands**

Long periods of intense concentration, reviewing data and information are required. Long periods of aural focus when recording discussion.

### **Mental Demands**

This position is subject to high levels of stress related to multi-tasking, dealing with confidential and politically sensitive information and working to tight deadlines on a daily basis.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of and ability to analyze and interpret the relevant GNWT legislation, policies and procedures.
- Knowledge of research and analysis.
- Demonstrated skill in problem solving, consultation, negotiation, research, analysis, planning, coordination, monitoring, and assessment.
- Demonstrated verbal, graphic presentation, and writing skills.
- Computer skills in word processing, database, spreadsheet software, and presentation software, as well as the Internet and electronic communication.
- Ability to synthesize complex information.
- Ability to work independently as well as part of a team.
- Ability to work in a cross-cultural environment.
- Ability to exercise tact and diplomacy in dealing with sensitive issues.
- Ability to provide leadership and decision-making.
- Ability to manage workloads including multiple assignments with potentially conflicting priorities.
- Ability to assign, delegate and coordinate work assignments and projects.
- Ability to manage stress.
- Ability to prioritize work to achieve operational and strategic objectives.

### **Typically, the above qualifications would be attained by:**

The listed knowledge, skills and abilities are generally obtained through completion of a Master's Degree in Public Administration, Political Science, or Business Management or related field and eight years' experience in the provision of management services to senior managers or in a planning or analysis field.

## **ADDITIONAL REQUIREMENTS**

### **Position Security** (check one)

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

### **French language** (check one)

- French required
- French preferred
- French not required