



IDENTIFICATION

Department		Position Title	
Department Health and Social Services		Manager, Seniors Affairs	
Position Number(s)	Community	Division/Region(s)	
49-13365	Yellowknife	Seniors and Continuing Care Services	

PURPOSE OF THE POSITION

The Manager, Seniors Affairs leads the development evolution of territory-wide policies, program standards, parameters and reporting requirements for seniors and continuing care services, that guide GNWT Health and Social Services Authorities/Agencies, and through sound monitoring and evaluation ensures on-going compliance with common territory-wide policies.

This position provides leadership and coordination in the development of seniors and continuing care standards and policy within an integrated health and social services system. The incumbent is accountable for collaborating with the Northwest Territories Health and Social Services Authority (NTHSSA), the Tlicho Community Services Agency (TCSA), and the Hay River Health and Social Services Authority (HRHSSA) to develop seniors and continuing care strategies and for the monitoring and evaluation of strategy implementation by the GNWT Health and Social Services Authorities/Agencies.

The Manager, Seniors' Affairs is a leader in identifying opportunities for meaningful change, initiating and directing research and analysis to develop the business case for change, and leading implementation and change management activities. Seniors Affairs and services for seniors is a very high profile portfolio at a national and international level, and this position will serve as the key lead for the NWT of this file.

SCOPE

The Department of Health and Social Services is the largest Department in the GNWT, with a budget of over \$344 million, and is currently undertaking major strategic reform, affecting the entire health and social services system. Part of this is a significant change in the role of the Department, moving away from direct program delivery and support. The changes on a territorial level coincide with a national picture of social policy and health system renewal. In

this context the Manager, Seniors Affairs will be challenged to be adaptable, working effectively in a rapidly changing environment and under significant time pressures.

Transformative change within Seniors and Continuing Care Services has also been initiated in response to a looming demographic shift in the population aged 60+ both at a national and provincial/territorial levels. These are intended to refocus services to support a philosophy of "aging in place", becoming more responsive to the needs of seniors and persons with disabilities to be supported in their own homes and communities, with less reliance on institutional care. In this context the incumbent will be challenged to show visionary leadership, exceptional command of change management practices, and an unfailing commitment to the goals, objectives and outcomes of the *Our Elders, Our Communities* strategic framework and the and Continuing Care Action Plan.

The Health and Social Services system is composed of the departmental structure, a Northwest Territorial Health and Social Service Authority (NTHSSA), Hay River Health and Social Services (HRHSSA) and the Tłıchǵ Community Services Agency (TCSA) responsible for program delivery, as well as a number of contracted providers. Services provided include primary, secondary and tertiary health services as well as a full range continuing care services, including long term care, supported living, home care, palliative care, services for persons with disabilities, including rehabilitation services and the Office of the Public Guardian. The System directly employs over 1,400 staff members in a wide range of employment categories.

Health and Social Services Systems across Canada are facing dynamic and continual pressures related to cost escalation. Services in the Northwest Territories are in a similar position. As a result, efforts to focus on cost management, efficiency and effective care are very important. These conditions must be balanced with the dispersed nature of the Territorial population and the unique aspects of the health and social status found in the NWT.

Located in Yellowknife, and reporting to the Director, Seniors and Continuing Care Services, the Manager, Seniors Affairs is required to address the barriers to aging, and develop an eldercare framework in collaboration with other stakeholders groups including non-government organizations, (NGO) with an aim to improve the lives of elders throughout the NWT.

DIMENSIONS

- Reporting Positions
 - This position oversees three (3) direct reports:
 - Two (2) Senior Nursing Consultants
 - One (1) Project Officer, Continuing Care
 - This position may also indirectly supervise project staff required for the execution of the Continuing Care Service Delivery Action Plan.
- Compensation & Benefits (\$560,000)

RESPONSIBILITIES

- 1. Work collaboratively with the Director, Seniors and Continuing Care to provide leadership and strategic advice to the Deputy Minister and the Minister of Health and Social Services on the framework, strategies, and programming developed to address elder care throughout the NWT.**
 - Acts as an expert resource to provide consultation and advice to address senior's affairs issues and influence decisions regarding policy, practice, and guidelines to ensure a high quality of programs, services, and long-term and homecare.
 - Monitors, analyzes and assesses a broad range of issues and directions that impact on availability and quality of care.
 - Supports broad objectives of the DHSS strategic plan and other strategic documents for Health and Social Services.
 - Provide leadership, advice, and assistance in the development of strategies related to continuing care services, in particular, home and community care and long-term care service areas;.
 - Develop innovative strategies to improve services for Seniors' that are aligned with goals and priority actions of Our Elder, Our Communities Framework and DHSS strategic plan.
 - Promotes innovations in administration, education, clinical practice and research to improve health outcomes.
- 2. Oversees the strategic planning process of the Seniors Affairs Unit and develops long-range plans designed to ensure a continuum of services according to the care needs of older adults and seniors, including the frail elderly.**
 - Maintains a sound understanding of the GNWT and HSS system strategic direction and plans of the department as a whole.
 - Works with the Director to develop strategic action plans, divisional and unit work plans aligned with the overall departmental strategic plan and priorities.
 - Approves and monitors the individual work plans of staff in the unit and works collaboratively to set priorities for direct reports.
 - Consults with various client groups concerning priorities and areas of greatest need, this includes both internal and external stakeholders, NGO's, the housing corporations, etc.
 - Presents and justifies unit strategies and action plans to senior management.
- 3. Provides leadership and supervision to ensure that applications and admission to NWT Long-Term Care facilities is centrally coordinated and efficiently managed.**
 - Develops and implements standards for admission and monitors utilization of beds in NWT long term care facilities.
 - Works collaboratively with the Sr. Nursing Consultants and Health Planners to develop, monitor, and evaluate the referral and decision making processes to ensure equitable and appropriate access to services for seniors.

- Ensure that the Territorial Wait List for Long Term Care is appropriately managed and that data is complete and accurate and readily available for accountability and reporting.
- Works in collaboration with the HSS Authorities to establish a territorial monitoring and reporting framework and information system for long term care to enable data for monitoring and reporting according to nationally accepted standardized quality indicators for LTC.
- Ensures accreditation, monitoring and quality assurance is in place for all providers of Continuing Care Services.
- Acts as Director of Seniors and Continuing Care Services as required

4. Works collaboratively with other government departments, non-government organizations (NGOs), and HSS authorities (NTHSSA, HRHSSA, and TCSCA) to proactively address and develop strategies, standards policies, programs for the promotion of continuing care services to improve the quality of life of older adults and seniors in the territory that are consistent with accepted standards.

- Conduct an overall needs assessment regarding the care needs of frail elders, and seniors in the NWT to inform the development of an elder care and seniors affairs framework.
- Conduct research and analysis on the barriers to healthy aging with a lens for challenges and barriers specific to the NWT.
- Research and analyze options and approaches being taken outside the NWT that deal with improving the quality of life of older adults and seniors.
- Continually develop a stakeholder map to identify and engage different stakeholders with the intent to proactively address the current seniors affairs challenges.
- Uses a collaborative approach in providing support and advice to Authorities and in developing, monitoring, review, and evaluation plans and processes.
- Provides consultation to Health Authorities/Agencies and other key stakeholders, internal and external to the department, on the implementation of policy.
- Undertakes extensive consultation and clear and frequent communication with stakeholders who may have conflicting interests and perspectives and maintains the satisfaction and goodwill of Authorities/Agencies with the Department of Health and Social Services.
- Facilitate strategic collaboration involving stakeholder working groups to ensure and enhance the quality of patient care through the effective use of resources.
- Build strong partnerships with key stakeholders in order to manage a range of high profile and critical service issues.
- Demonstrates leadership by spearheading working groups to address identified initiatives such as the development of best practices to address client safety to enhance the quality of client care and safety through the effective use of nursing resources within the current and future health system.
- Establishes and maintains territory-wide program standards and guidelines for

continuing care including; clinical practice, education, and research for staff who are employed by GNWT Health and Social Services Authorities/Agencies.

- Works collaboratively with regional health authorities, other department staff, and NGOs to develop, monitor and evaluate continuing care programs, in particular the areas of home and community care; long term care; supported living, including guardianship; and in-facility and community based respite care.

5. Maintain contacts and communications with departmental colleagues, client groups, other GNWT departmental staff and the media in order to ensure that information concerning programs and services is provided in an accurate, culturally sensitive and responsive manner.

- Maintain open communications with the Director, managers and staff within the Seniors' and Continuing Care Services Division.
- Maintain open communications with DHSS Managers and staff outside of the division and other GNWT departments regarding issues and priorities related to Continuing Care Services and Seniors Affairs.
- Establish and maintain open communications with all Health and Social Services Authorities and other health and wellness agencies.
- Works with the DHSS Communications unit to develop communications plans and key messages related to action plans and related issues.
- Review internal and external communications documents such as newsletter, press releases, etc.
- Participate on and contribute to national workgroups and advisory bodies as required.

6. Manage and make informed decisions concerning resource allocation and operational matters in order to ensure that staff have the tools and information required to provide systems planning activities throughout the Northwest Territories.

- Prepares operations and maintenance (O&M) and salary budget submissions, identifying priority areas for resource allocation.
- Manages assigned budget comprised of operating expenses and staffing.
- Monitors expenditures and proactively advises the Director of any potential for cost savings or reallocation and develops regularly scheduled reports explaining any variance with the established budgets, resources and schedules.
- Develops requests for proposals and contracts.
- Ensures GNWT financial administration and contract management procedures are followed.
- Evaluates and reports on contractor performance.
- Ensures staff has access to necessary resources, supplies, equipment and information.

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

No unusual demands.

Environmental Conditions

Requires ability to travel on a regular basis (4 to 5 times per year) in order to attend one to two day meetings.

Sensory Demands

The incumbent may spend long periods of intense concentration reviewing data and information.

Mental Demands

Competing demands around deadlines can lead to some degree of mental stress.

The incumbent deals with senior staff and staff in various authorities and divisions who may have divergent perspectives and demands. Interest based resolutions / answers are required.

The scope of work can involve politically sensitive issues and tight deadlines with a high degree of intensity. Decisions often have long range impacts on the health and social service system.

These conditions can lead to mental and emotional fatigue and stress.

KNOWLEDGE, SKILLS AND ABILITIES

- The incumbent must have a solid background and knowledge of health planning, health administration, and financial management. The incumbent is required to perform complex program design, development, monitoring and evaluation, health system planning and financial analyses.
- Demonstrated leadership skills are required. Ability to lead and manage in a changing work environment and team oriented workplace. A high degree of adaptability and initiative is essential.
- The position requires strong project management and organizational skills. The incumbent will be required to manage short-and long-term projects within very stringent deadlines, including supervising seven staff that provide the research, analyses and project management expertise. Supervisory experience is required.
- The incumbent must have superior communication and presentation skills (oral and written). The position requires the ability and experience in preparation of briefing materials, financial analysis, presentations and papers based on technical analysis and forecasting, maintaining contacts with officials in the federal and provincial governments and monitoring the national and territorial health care and social services field.
- Proven Management experience in Health Administration, Human Resources, Financial Management, Project Management, and Information Management.
- Thorough knowledge of Health and Social Service Legislation, programs, services, policies and procedures.

- Ability to effectively establish and maintain productive working relationships across the GNWT.
- Possess seasoned, specialized knowledge in the development and implementation of effective seniors' policies, strategies, programs and services.
- Knowledge of home care and long term care nursing standards, processes, and policies.
- Ability to translate principles and theories into standards and practices.
- Knowledge of legislation and regulations, (GNWT statutes: Nursing Profession Act, Certified Nursing Assistant, Public Health Act, Pharmacy Act, Mental Health Act, Guardianship and Trusteeship Act, Social Assistance Act, Child & Family Services Act, Hospital Insurance Act, Access to Information and Protection of Privacy Act, Workers Compensation Act, Disease Registries Act, Transportation of Dangerous Goods Act, Vital Statistics Act, Financial Administration Act; federal statutes: Canada Health Act, Narcotic Control Act) standards, policies and guidelines.
- The incumbent must also be proficient in computers, including ability to use word processing software; Excel spread sheets, E-mail and Internet.

Typically, the above qualifications would be attained by:

This level of knowledge, skill and ability is typically acquired through the completion of a Master's Degree in Nursing, or Health/Business Administration with 5 years of progressive experience and responsibility in health care administration or health program planning and policy analysis. Experience in continuing care or primary care services is an asset.

Knowledge of the people, cultures, government and health & social services in the NWT, and the political environment is an asset. An appreciation for the complex interplay of political, economic and social forces at work in the NWT is an essential ingredient for success.

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 if applies)

- ☐ French required (must identify required level below)
 Level required for this Designated Position is:
 ORAL EXPRESSION AND COMPREHENSION
 Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
 READING COMPREHENSION:
 Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
 WRITING SKILLS:
 Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
- ☐ French preferred

Aboriginal language: Choose a language

- ☐ Required
- ☐ Preferred