



IDENTIFICATION

Department	Position Title	
Health and Social Services	Manager, Informatics Strategy	
Position Number(s)	Community(s)	Division/Region(s)
49-5731	Yellowknife	Information Services

PURPOSE OF THE POSITION

The Manager, Informatics Strategy is responsible for the strategic development and planning of electronic Health and Social Services Systems (eHSS Systems) information and communications throughout the territory that supports health and social services system redesign initiatives aimed at sustaining the system.

SCOPE

The Manager, Informatics Strategy is located in Yellowknife and reports to the Chief Information Officer (CIO). The Manager is accountable for enterprise wide eHSS Systems business strategies and planning and provides expert level policy and planning services to the Department of Health and Social Services (DHSS) CIO, and the eHealth Strategy Committee. This position is responsible for leading the planning, establishing, monitoring and evaluating of the transformation and integration of eHSS Systems within the Health and Social Services (HSS) System.

The Manager is a liaison and change agent and collaboratively develops and communicates the Informatics Strategic Plan including the vision, principles, direction, and status with relevant stakeholders. The position devises strategies to ensure long term relationships and maximum utilization and uptake of eHSS Systems information and technologies. The Manager participates in the development, delivery and integration of eHSS Systems services that support the NWT Integrated Service Delivery Model, human resource plans and NWT funding models.

The Manager, Informatics Strategy provides support to the CIO in the analysis and assessment of proposals, projects, and issues.

eHSS Systems are complex platforms, blending enterprise-wide electronic health and social services information and communication technologies, financial business applications, and information management programs. Having qualified staff responsible

for this critical role is paramount to forming the strategy and direction of the HSS system and its integrity into the future.

eHSS Systems and support services are used on a daily basis by health and social services personnel NWT-wide, including administrators, planners, analysts, physicians, nurses, social workers, and allied workers. This is the largest and most complex systems network within the GNWT with over 100 systems supporting operations within the HSS environment.

Canada's health system is among the most complex organizationally in the world. The Northwest Territories (NWT) health system has added complexity with the inclusion of social services within the health system. The NWT HSS system is undergoing major reform and transformation driven by funding pressures, demographics, public expectations and technology. eHSS Systems are directly utilized in developing Territorial HSS service levels (planning for delivery of HSS programs), infectious diseases outbreak control and monitoring, and diagnoses in provision of medical/social care. Round-the-clock availability of specific eHSS Systems data (diagnostic imaging, lab results, outbreak detection) to HSS practitioners in DHSS and Health and Social Services Authorities (HSSAs) is vital to the health and well-being of NWT residents.

The Manager, Informatics Strategy collaboratively develops standards and monitoring criteria regarding the administration of eHSS Systems services throughout the territory. The application of standards and monitoring mechanisms are critical to ensure that the services are delivered according to national and jurisdictional standards and best practices. The compliance mechanisms are supported through legislation, accreditation processes, audits, surveys and through agreements with each NWT HSSA, inter-jurisdictional partners, such as Alberta Health Services, southern clinical service providers and third party funders.

RESPONSIBILITIES

1. Leads the development of strategy and policy to support eHSS Systems development across the HSS system

- Provides technical advice and formulates strategies and work plans for the implementation of eHSS Systems;
- Leads collaborative and concurrent eHSS Systems strategic planning initiatives of varying complexity that involve other Departments, the HSSAs, Alberta Health Services, and third-party stakeholders;
- Provides authoritative advice and guidance on matters related to eHSS Systems to improve access to the HSS system for the people of the NWT;
- Provides expert advice to all stakeholders by keeping abreast of initiatives and issues within the business area. Participates in the identification and development of solutions which support the long term strategic planning for the uptake of eHSS Systems utilization;
- Makes recommendations on the type, the number and the distribution of eHSS

Systems that will effectively and efficiently meet the short-term and long-term needs of territorial residents;

- Provides advice on infrastructure requirements;
- Ensures that eHSS Systems services remain responsive to changing technology, advances in medical practice and the health needs of NWT residents;
- Provides input and recommendations for key system performance metrics;
- Supports the division, directorate and/or the Minister through investigating and/or addressing issues, developing correspondence, writing briefing notes, developing submissions or position papers;
- Leads policy development related to eHSS Systems including: policy-related submissions, position papers, briefing materials, presentations, reports and communications;
- Develops guidelines to promote capacity building to maintain and implement eHSS Systems solutions;
- Conducts research and analyses related to eHSS Systems driven changes as they affect departmental policy regarding the delivery of services and the utilization of out of territory services; and
- Champions an enterprise-wide culture of eHSS Systems interoperability through adoption of systems standardization where possible.

2. Provides expert advice, systems and materials to support the evaluation of eHSS Systems proposals, activities and initiatives.

- Responsible for development and updating of policy, processes, templates, manuals, and guides for eHSS Systems preliminary analysis and business cases within the Health and Social Services System;
- Coordinates the preparation of eHSS Systems strategies and regular forecasts for operational and corporate reporting within deadlines;
- Leads the development, implementation and regular production of eHSS dashboard reports, eHSS Systems scorecards and other forms of executive reports for a wide range of audiences including eHealth Strategy Committee, senior management and external stakeholders; and
- Provides expert advice for the consideration of the CIO, Deputy Minister, eHealth Strategy Committee on the design, delivery and expansion of eHSS Systems services to support patient care and service delivery.

3. Establishes and maintains relationships with a wide variety of stakeholders

- Liaises with vendors and service suppliers;
- Represents HSS by leading and/or participating in eHSS Systems policy groups and forums, task forces, advisory and working groups both within and outside HSS;
- Represents HSS on National senior level advisory and governance forums;
- Collaborates with, and provides direction to infrastructure and communications partners including GNWT Technology Service Centre (TSC) and third-party contractors regarding development and strategic direction of eHSS Systems;
- Has regular and intrinsic contact with senior departmental and regional HSSA employees, as well as senior managers in other jurisdictions, and third party

- fundings;
 - Develops a close working relationship with the senior business/program area leads as well as informatics leads at each of the HSSAs to manage eHSS Systems tactical plans and enterprise wide integration;
 - Leads interdisciplinary teams (Project Management Services section, Information Systems section, Information Management section, vendors etc.) in development of eHSS Systems business cases and preliminary analysis; and
 - Represents HSS Informatics at the Federal/Provincial/Territorial (FPT) level on various strategic, inter-jurisdictional operations, and standardization and regulation bodies and organizations.
 - Develops a communication plan and material related to eHSS services
- 4. Manages the section, which includes the supervision of one employee, as well as budget and financial management and overseeing the general operations of the section**
- Recruits and orients employees, schedules work, monitors work in progress, trains and develops staff, conducts regular performance evaluation and takes disciplinary action when required;
 - Manages the financial resources of the section through budget planning monitoring, reporting and controlling to ensure best value for expenditures made and the receipt of revenue owing;
 - Manages services contracts and contribution agreements;
 - Evaluates the success in achieving planned results and identifies the need for corrective action in accordance with divisional plans;
 - Fosters a high quality workplace with a strong commitment to quality and process improvement and patient care focus; and
 - Develops succession plans and mentorship strategies to ensure direct reports are engaged and encouraged to grow into positions of greater opportunity and accountability.
- 5. Supports effective financial management with the Division**
- Accountable for establishing and managing strategic relationships with products and services providers associated with capital projects. These contracts can be multi-million dollar, multi-year and provide services to the Department, HSSAs, and other GNWT departments;
 - Provides direct support and expert counsel to the CIO and eHealth Strategy Committee, and on all eHSS Systems capital projects (15 to 20 million dollars annually);
 - Coordinates cost-benefit analysis for future eHSS Systems initiatives and innovations including preliminary analysis requirements and planning;
 - Supports the preparation of annual IS Division operating budget based on service delivery; and
 - Identifies and applies opportunities for cost reduction/avoidance and/or service enhancement within allocated resources.

6. Ensures effective risk management processes are in place to support eHSS Systems activities.

- Leads, supports and ensures effective Territory-wide HSS eGovernance is appropriate to manage risk and support eHSS Systems crossing strategic, tactical and operational levels;
- Co-develops, implements, and updates eHSS Systems evaluation tools that consider facility accreditation standards, facility management, risk management and quality assurance standards;
- Develops monitoring and reporting systems through researching current Canadian and international eHSS Systems evaluation frameworks and standards; and
- Develops an annual report on the provision of eHSS Systems services provided to NWT health and social service clients.

KNOWLEDGE, SKILLS AND ABILITIES

- Demonstrated knowledge and ability to review, evaluate, and provide feedback on all phases of the system development life cycle;
- Demonstrated strategic, conceptual and analytical thinking, including the ability to relate long-range visions and concepts to daily work environments;
- Ability to effectively write and review complex documents including briefing notes and Ministerial responses;
- Demonstrated expertise in leading information gathering and reporting needs through environmental scans and consolidating data into relevant information for presentation to Senior Management as well as front line staff;
- Strong interpersonal skills in order to effectively communicate orally and in writing;
- Ability to deliver clear, effective and functional presentations using a content and style adapted to, and likely to influence the intended audience;
- Ability to think analytically and relationally while solving complex problems;
- Demonstrated understanding of and ability to provide management guidance in analyzing and diagnosing application and database problems experienced by users;
- Ability to manage client relations;
- Excellent critical thinking and decision-making skills;
- Management knowledge of quality assurance, risk management and data administration;
- Ability to strategically plan and implement actions that achieve future goals;
- Ability to implement business plans and develop standards in a framework of policy and procedures, monitoring compliance of policies and procedures;
- Ability to demonstrate leadership, initiative and professional judgment;
- Ability to deal with individuals with a high degree of tact and diplomacy;
- Strong organizational, time management and project management skills;
- Full working knowledge of preparing cost-benefit analysis and budgetary forecasts;
- Ability to implement business plans and develop standards in a framework of policy and procedures, monitoring compliance to policies and procedures; and

- Ability to prepare Requests for Proposals (RFPs); evaluate proposals and select contractors.

TYPICALLY, THE ABOVE QUALIFICATIONS WOULD BE ATTAINED BY:

A Bachelor's degree in Information Systems, Computer Science, Business Administration, Health Informatics or related field with major in Management Information Systems and 8 years of recent, related informatics and project experience in an increasingly senior level, with experience in eHSS Systems, strategic planning and management in a complex and evolving environment.

- The incumbent's experience will reflect significant experience facilitating and managing collaboration, and consultation processes with a wide range of stakeholder groups, preferably including healthcare and Government.
- Experience will be in a medium to large sized organization.

WORKING CONDITIONS

Physical Demands

Consistent with a typical GNWT office environment. The incumbent may be required to travel periodically. Travel to remote NWT communities will involve small aircraft.

Environmental Demands

Consistent with a typical GNWT office environment.

Sensory Demands

During periods of eHSS Systems security/operational crisis, long hours of work requiring physical and mental endurance may be required until the crisis is resolved. These periods are expected to be frequent.

Mental Demands

High stress and mental fatigue is common as a result of the heavy workload, balancing competing priorities, sorting through conflicting advice, and managing politically sensitive issues with tight deadlines and with a high degree of intensity. Unexpected demands, competing demands and ambiguity frequently add to the stress and mental fatigue. The incumbent is seen as an eHSS Systems expert leader; answers and swift resolution are required. The scope of the work can involve a high level of concentration and attention is essential. Decisions often have long-range and or costly effects. During periods of eHSS Systems data security/operational crisis there is potential for considerable (extreme) mental, physical and emotional fatigue and stress.

EXCLUSION/INCLUSION

Section A

- ☐ This job should be included in the bargaining unit
- ☒ This job should be excluded from the bargaining unit (complete section B)

Section B – Rationale for exclusion from the bargaining unit

Exclusion from the bargaining unit must meet the conditions outlined in section 306 of the GNWT's Human Resources Manual (HRM). Refer to Section 306 of the GNWT's HRM and outline the reason for the exclusion request below

Comments:

As per section 41. (1.7)(f) and (g) of the Public Service Act, this position should be excluded from the bargaining unit. This position manages staff including assigning work, assessing their performance, and managing discipline. This position is also responsible for participating and advising on staffing, interpreting employment contracts, resolving workplace disputes, responding to grievances, and providing advice in the aforementioned.

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