



Government of
Northwest Territories

IDENTIFICATION

Department	Position Title	
Health and Social Services	Director, Health Services Administration	
Position Number(s)	Community	Division/Region(s)
49-7032	Inuvik	Health Services Administration

PURPOSE OF THE POSITION

The Director, Health Services Administration is accountable for the coordination and monitoring of NWT health insurance services and vital statistics. The incumbent ensures the appropriate registration of territorial health care for the Northwest Territories, and coordination and monitoring of registration and payment of the Extended Health Benefit, Indigent Health Benefit, Metis Health Benefit programs. The incumbent also coordinates payment of the Non-Insured Health Benefit program as well as Medicare and Territorial Health Insurance claims in accordance with federal and territorial Acts, Regulations, Policies and Procedures. The incumbent is also responsible for vital statistics in accordance with the Vital Statistics Act which includes making recommendations for Minister's appointment of marriage license issuers, marriage commissioners, and the registration of clergy. This is done to ensure residents are appropriately registered and that clients receive entitled services, that effective financial controls are in place and adhered to, and that financial transactions are processed in a timely manner.

The Director is responsible for adherence to the Hospital, Insurance, Health and Social Services Administration Act (HIHSS); the Medical Practices Act; and the Vital Statistics Act.

SCOPE

The Department of Health and Social Services is located in Yellowknife with the exception of the Health Services Administration unit that is located in Inuvik. This position manages a nineteen- position (3 of which are Vote 4/5 funded) Health Services Administration office and reports to the Assistant Deputy Minister, Corporate Services and Support Services, which is located in Yellowknife. The position is responsible for a \$55 million budget used to provide

insured health services and health benefits to the population of the Northwest Territories.

The NWT covers 1.2 million square kilometers with a scattered population of approximately 40,000, which includes four major cultural groups: First Nations (primarily Dene), Inuit, Metis and Non-Aboriginal. There are also eleven official languages in the NWT. The design and presentation of health programs and services must therefore take into account this 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 socio-economic characteristics in comparison with the rest of Canada. A rapid population growth paired with significant socio-cultural upheaval occurring in most aboriginal communities is resulting in particular patterns of demands and pressures for the health and social services sector. High rates of trauma, addictions, family violence, communicable (i.e. TB) and sexually transmitted diseases are being observed.

In this context, improvements in health and wellbeing status within the NWT 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 implement cost-effective programs that are more culturally appropriate and responsive to needs and priorities that have been identified by stakeholders themselves.

The Health Services Administration Section coordinates and monitors the appropriate registration of territorial health care for the Northwest Territories, and coordination and monitoring of registration and payment of the Extended Health Benefit, Indigent Health Benefit, Metis Health Benefit programs. The incumbent also coordinates payment of the Non-Insured Health Benefit program as well as Medicare and Territorial Health Insurance claims in accordance with federal and territorial Acts, Regulations, Policies and Procedures. The incumbent is also responsible for vital statistics in accordance with the Vital Statistics Act.

The Administrative Assistant, the Administrative Assistant to the Director French Client Services Officer, Manager, Non-Insured Health Benefit, Manager, Health Care Eligibility and Insurance and Registrar General, Vital Statistics report directly to the Director. The incumbent has both written and verbal contact with various health care professionals, health and social services authorities, professional associations, and health care institutions throughout Canada who are seeking information regarding health services in the NWT, as well as members of the Coordinating Committee on Reciprocal Billing who request program information. There is significant verbal and written contact with the general public to provide information and/or determine their eligibility for benefits. Frequently, requests for coverage will arise which do not fit into clear guidelines, requiring the incumbent to demonstrate initiative, identify resources, and evaluate alternatives in making and/or recommending appropriate decisions.

Occasionally, clients try to influence the incumbent into providing services or to release information outside of the established guidelines. Individuals, medical clinics, health and social services authorities, health care institutions, health care providers, vendors and

jurisdictions throughout Canada rely on the Health Services Administration Office to process payments for services rendered on behalf of residents of the Northwest Territories.

The position has the latitude to work independently and set priorities. Frequent requests demanding immediate attention result in a significant number of projects in process at one time. The isolation of the office in relation to other headquarter departments requires the incumbent to develop good working relationships with colleagues via the telephone or email systems, and work to minimize the various problems this isolation can cause.

DIMENSIONS

O&M Budget	\$1,793,000
Subordinate Positions	19 positions

RESPONSIBILITIES

1. Direct, coordinate, supervise or collaborate the administration of programs and services including: Insured Services, Extended Health Benefits, Metis Health Benefits, Indigent Health Benefits, Non-Insured Health Benefits, NWT Health Care Plan Registration, and Vital Statistics functions to ensure that appropriate services are supplied to eligible residents in a timely manner.
 - Develop policies and procedures to maintain accurate registration information for residents and service providers.
 - Develop procedures and controls to assess, process and pay claims in compliance with the acts, regulations, policies and directives governing each health benefit program.
 - Develop and implement procedures to ensure inquiries are handled in an appropriate fashion.
 - Approve and/or recommend non-routine benefit requests, such as special approvals for insured services, extended health benefits, indigent health benefits etc.
 - Oversee the activities of the Registrar General including duties as a Marriage license Issuer and Notary Public.
2. The Director is responsible for leading all negotiations with the Federal Government concerning Non-insured Health Benefits and other Territorial level health and social service agreements.
3. The Director is responsible for negotiating all inter-jurisdictional agreements pertaining to health benefits and services for NWT residents.

4. In consultation with the Policy Division, develops, recommends and implements changes to legislation, policies, procedures and guidelines to ensure there is equity and fairness for eligible recipients and to improve administration of the program.
 - Monitor and evaluate pertinent legislation, and departmental policies and procedures.
 - Make recommendations to the Assistant Deputy Minister, Corporate Services and Support Services regarding the Medical Fee Schedule.
 - Monitor, review, suggest and implement appropriate changes to contracts related to the delivery of services.
 - Research various subject areas which involves meeting with individuals in other GNWT departments or outside agencies, as they relate to the management of the programs and present summaries of current business practices from other jurisdictions.
 - Conduct research, prepare information and make recommendations for use in negotiations with the NWT Medical Association, the NWT Pharmaceutical Association and other services providers.
 - Identify trends and issues in the utilization of health benefits and make recommendations to improve the delivery of service.
5. Recruits the required personnel and provides them with appropriate resources to ensure effective and appropriate management of the workload.
 - Organize multiple resources and reassign work to meet organizational requirements.
 - Recommend the number and types of positions required for the administration of the office.
 - Participate in the recruitment of staff.
 - Ensure all staff are oriented, trained, supervised and evaluated.
 - Develop and implement standards of performance.
 - Manage staff performance and complete performance appraisals.
 - Write job descriptions.
 - Conduct staff meetings as and when necessary.
 - Ensure information from Yellowknife is distributed to staff.
 - Provide support and direction for supervisory staff regarding disciplinary actions including verbal warnings and written letters of reprimand.

- Initiate appropriate disciplinary action for staff reporting directly to position.
 - Handle all first level grievances initiated by office staff.
 - Recommend further disciplinary action to the Assistant Deputy Minister.
 - Develop appropriate motivational programs for staff to recognize and encourage outstanding performance.
 - Orient staff to new procedures related to changes in health benefits.
 - Provide or arrange for appropriate training programs for staff.
 - Approve or recommend leave for office staff.
6. Serves as a point of contact for the general public, physicians, hospitals, and health board officers, pharmacists, other sections of the Department, other departments, other health care plans throughout Canada, the Canadian Committee on Reciprocal Billing and federal government officers to ensure that program information is provided accurately and expediently and in accordance with the Access to Information and Protection of Privacy Act and the Data Release Guidelines.
- Provide information on the various health benefits programs.
 - Respond to complaints regarding health benefits administration.
 - Attend meetings, conferences etc. on behalf of the division and represents division to public.
 - Work with regional central agencies on behalf of the division.
 - Develop briefing notes and departmental responses as required and/or requested.
 - Develop policies and procedures for the release of information.
 - Review requests for information and make recommendations to the Director.
 - Develop policies and procedures for the release of information in accordance with the Access to Information and Protection of Privacy Act to protect the confidentiality of personal health information.
7. Approves expenditures to ensure that payments are made within outlined legislation, directives, policies, and procedures.
- Serve as signing authority for cheque requisitions, journal vouchers, purchase orders, LCAs etc.
 - Serve as signing authority to issue invoices.

- Serve as managerial control for the budget including approval for O&M expenses.
 - Prepare budget estimates.
 - Supervise the preparation and submission for all third party liability claims on behalf of the commissioner.
 - Monitor expenditures in each program area and reports variance from budget provisions to the Director.
8. In consultation with Information Systems Support and Development, identifies need for new and/or improved health data collection and vital statistics software to improve the quality of data collection, the program administration and accuracy of payments based on the system.
- Review, develop and implement changes to existing and/or new software.
 - Monitor the performance of the payment and information system to identify problems.
 - Participate in the needs assessments for the development of new software programs.

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. Express frequency and duration of occurrence of physical demands, environmental conditions, sensory demands and mental demands.

Physical Demands

Much of the time is spent seated at a computer or on the telephone with plenty of opportunity to move about the office.

Environmental Conditions

There are no significant adverse environmental conditions existing.

Sensory Demands

Job requires concentration skills to read and evaluate technical, complex information. Focused listening skills are required to deal effectively with clients and staff.

Mental Demands

A disruption in lifestyle may be caused by the necessary travel schedule. The heavy workload can be frequently overwhelming and may cause stress. Frequent crucial deadlines may cause lifestyle disruptions and contribute to stress level. Constant requests demanding immediate attention and require extreme mental alertness. Many very difficult medical situations are related to the incumbent, which can result in emotional stress.

KNOWLEDGE, SKILLS AND ABILITIES

- Specialized knowledge of a variety of legislation, policies and programs including but not limited to:
 - Canada Health Act, Medical Care Act, Medical Care Regulations, THIS Act, THIS Regulations, Indian Act, Medical Profession Act, Medical Profession Regulations, Pharmacy Act, Public Health Act, Change of Name Act, Public Service Act, Dental Profession Act, Dental Profession Regulations, Dental Auxiliaries Act, Social Assistance Act, Social Assistance Regulations, An Act to Amend the Social Assistance Regulations, Marriage Act, Financial Administration Act, Establishment Policy, Extended Health Benefit Policy, Medical Travel Policy, Metis Health Benefit policy, Traditional Healers Policy, Indigent Health Benefits Policy, Indigent Community Services Benefits Policy, Non-Insured Health Benefits Program, Alcohol and Drug Southern Referrals, Eligibility and Portability Agreement, Medical Fee Negotiations Agreement, Change of Name Guidelines, Reciprocal Billing Agreements, etc.
- Knowledge of the administration of health benefit programs.
- Knowledge of Generally Accepted Accounting Principles.
- Research and analysis skills.
- The ability to analyse and compile data.
- The ability to interpret various legislation, policies and acts to provide a practical working understanding of them.
- The ability to operate efficiently in various computer applications (work processing, spreadsheets, data base and Internet).

GNWT Management Competencies

Authentic Leadership

Authentic Leadership is a driver of personal and interpersonal conduct. It means acting with integrity in interpersonal and organizational practices and treating everyone with respect regardless of their background and which group they represent. Authentic Leaders also demonstrate behaviors that model and support the GNWT Public Service's vision and goals to ensure its success and build the same level of support and productivity in others. This competency guides all of our interpersonal interactions with colleagues, direct reports, staff, stakeholders, partners, members and representatives of external government agencies, and the citizens of the Northwest Territories.

Systems Thinking

Thinking is a driver of how thinking about problems and strategies should be approached within the GNWT. It is about approaching all of our work that is done within the GNWT as being part of a larger system that is integrated and inter-related. That is, understanding that work done in one part of the GNWT impacts a variety of other groups/projects inside and outside the GNWT. It is the ability to assess options and implications in new ways in order to identify solutions, always keeping the broader perspective and impact in mind, and appreciating how current, short-term outcomes are driven by long-term strategy and vision.

Engaging Others

Engaging others is a driver of how we work as part of the GNWT. It is about proactively building networks, connecting with others, understanding and building relationships with many stakeholders, partners, and governments, and collaborating across the GNWT and beyond, in order to achieve the goals and priorities that are important to Northerners.

Action Management

Action Management is about setting a plan in motion and getting it done. It is about knowing which initiatives and results are important, and working with current resources to achieve results that are aligned with the goals of the organization. Action Management is also about managing change in order to be able to achieve results. It is being able to readily adapt to changing priorities, managing uncertainty, and effectively working in a changing environment.

People Management

People Management is about creating the conditions and environment that allow people to work collaboratively and productively to achieve results. It's about making sure that employees have the support, tools, and developmental opportunities they need, and that they GNWT workforce has the diversity in knowledge, skills, abilities and experience it needs in order to meet current and future organizational objectives and the priorities of Northerners.

Sustainable Management

Sustainable Management is about delivering results by maximizing organizational effectiveness and sustainability of our human, financial, and environmental resources. It means implementing rigorous and comprehensive human, financial, and environmental resource accountability systems to ensure that our resources are managed effectively and with integrity, and that these are carefully considered in the development and implementation of all policies and programs in order to guarantee a healthy and prosperous Northwest Territories for future generations.

Note: for additional information on GNWT management competencies refer to the GNWT Management Competency Model available through Corporate Human Resources.

Typically, the above qualifications would be attained by:

The knowledge and skills required for this position will normally be acquired through completion of a degree in Management, Health Administration, Commerce or Business and with two years of related work experience OR a related diploma and three to five years related work experience. Work experience would include supervisory experience and business and financial accounting experience in a health care setting.

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