



Government of
Northwest Territories

IDENTIFICATION

Department	Position Title	
NTHSSA	Project Manager	
Position Number(s)	Community	Division/Region(s)
07-14949	Yellowknife	Corporate and Support Services

PURPOSE OF THE POSITION

The Project Manager is responsible and accountable for managing the strategic planning, monitoring and implementation of various medium to large size projects throughout the Northwest Territories Health and Social Services Authority (NTHSSA).

SCOPE

Located in Yellowknife, the Project Manager position will report to the Senior Project Manager, Corporate and Support Services. The position can be assigned to other Project Sponsor(s)/Lead(s) and/or NTHSSA Director(s) or Manager(s) they may be assigned to support. The position can also be assigned to support Hay River Health and Social Services Authority (HRHSSA), Tlicho Community Services Agency (TCSA) or Department of Health and Social Services (DHSS) Senior Managers, Senior Project Manager(s) and Managers as requested and approved by the respective deputy heads and NTHSSA Executive Director Corporate and Support Services. The position will be working in a matrix management environment with NTHSSA, DHSS, HRHSSA and TCSA.

The NTHSSA is the single provider of all health and social services in the NWT, with unique collaborative arrangements in the HRHSSA and TCSA. 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 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.

This position will develop plans for and oversee implementation of a NTHSSA projects in collaboration with DHSS, HRHSSA and TCSA. These projects include, but are and not limited to medium to large NTHSSA, HRHSSA, TCSA priority projects such as Medical Travel operational reform, single policy and procedure framework for NTHSSA, Med-Response services development, Informatics and Health Technology projects, etc. but can also encompass medium to large multi-jurisdictional innovation projects prioritized by NTHSSA and DHSS strategic priorities.

The potential areas for inclusion in NTHSSA projects cover a wide range of services that will impact a significant number of staff in all NTHSSA regions, as well as other Health and Social Services (HSS) Authorities and DHSS. Successful implementation of the project plans cannot be realized without highly effective coordination and planning, with specific attention required to change management.

NTHSSA projects are supporting changes to unique territorial services and initiatives and are often unique nationally. Any changes, plans or analysis will require a high degree of system understanding with often limited to no known information, precedence or theory to guide decision making.

The Project Manager applies project management methodology, including but not limited to: project planning, risk management and contingency planning, communication, monitoring and project and program evaluation techniques to ensure that project implementation is done efficiently and effectively and the outcomes meet all project requirements.

The Project Manager may be asked to supervise students and interns based on the needs, demands and funding of their projects. The position is also accountable for overseeing and managing the work of any consultants/experts engaged by NTHSSA to assist in the analysis and development of projects.

RESPONSIBILITIES

- 1. Manages the development of medium to large project implementation plans for the NWT Health and Social Services System.**
 - Develops implementation plans for review and approval by project sponsors and project steering committees.
- 2. Provides expert strategic advice and guidance to NTHSSA Senior Management on medium to large size projects.**
 - In Collaboration with Project Managers for other HSS initiatives, identifies and assesses risks and potential impacts (i.e. organization design and policy creation),

and provides contingency plans to address variable situations as they arise.

- On an on-going basis, identifies risks that may result in an unsuccessful implementation, and develop risk mitigation strategies.

3. Manages and oversees project implementation on medium to large size projects to ensure that all work and activities stay focused and on track and that the project is fully implemented within the required time frames.

- Develops implementation strategies and schedules in consultation with the Project Steering Committee(s).
- Oversees the work progress of each area the Leads are responsible for and manages the work schedule.
- Researches best practices and benchmark projects using those best practices
- Identifies and documents position and duties impacted by Implementation
- Contributes to the development of a communication strategy and ensures it is successfully implemented

4. Manage the development and implementation of metrics and ensures, when appropriate, evaluation frameworks are coordinated in the project plan, to track and monitor NTHSSA projects.

- Ensures project metrics and reporting mechanisms are in place for the day to day management of NTHSSA projects to allow the reporting of project status to management.
- Works with assigned NTHSSA analytics staff and as appropriate DHSS Corporate Planning and Evaluation division staff to ensure that new programs or program changes have departmental approved evaluation frameworks developed to monitor and assesses the success of innovative changes.

5. Ensures regular project reporting to the Executive Director, project area Managers and Directors, project sponsors and upon request NTHSSA Leadership Council, Regional Wellness Councils as well as the Joint Senior Management Committee (HSSA CEOs and DHSS Senior Managers).

- Manages tracking system for project implementation.
- Manages project plans to support project implementation.
- Ensures that all NTHSSA and Inter-departmental activities are accurately tracked and reported on.

6. Manages Contracts and Sub-Projects.

- Includes contracts with major organizations, consultants and contractors, as well as individual service contracts as required.
- Tracks and manages budget and variance.
- Manages contracts and sub-project compliance.

7. Provides information for Financial Management Board and/or Executive Council submissions as requested/required for the implementation of NTHSSA projects/initiatives and as required for the project/program implementation.
 - Prepares all project detail draft information.
 - Is accountable for all project detail information in submissions.
8. Manages all activities required to implement the organizational structure to govern, manage and administer programs and processes being implemented under the assigned project.
 - Develop organizational structure options
 - Prepare Job Descriptions
 - Prepare organizational policies
9. Stay abreast and supports of other division projects.
 - Proactively advises other division staff based on experience or areas of expertise.
 - Actively supports other projects, when required by leadership (i.e., up to and including taking on temporary management and reprioritizing other project responsibilities accordingly).

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

No unusual demands.

Sensory Demands

No unusual demands.

Mental Demands

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

The incumbent deals with senior NTHSSA staff and staff in other HSS Authorities and DHSS who may have divergent perspectives and demands. Interest based resolutions *I* answers are required.

A high level of concentration and attention is essential. Work must be of the utmost level of accuracy. 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

- Demonstrated progressive project management or managerial experience in public service environment.
 - Note: Progressive project management or managerial experience will start when individual is at a level beyond an entry level position (i.e., at a supervisory or lead type role) or when the individual is in a full time project management role.
- Demonstrated skills managing all phases of medium to large projects across a matrix environment or managing medium to large operational areas.
 - Note: Medium to Large projects or operational areas would be where the candidate can demonstrate they have active roles supporting projects or managing areas that support a single organization but link to multiple areas within that single organization. Where someone has an operational management role in a medium or large operational area, then advanced training in project management and not just experience would be required to demonstrate project management ability.
 - Knowledge skills and abilities listed below are associated with the management of medium to large projects.
- Demonstrated knowledge of project management standards, techniques and methodologies. Includes:
 - Demonstrated ability to concurrently lead or co-ordinate multiple projects.
 - Demonstrated skills in developing project charters and creating and managing integrated project plans.
 - Demonstrated abilities with project management tools.
 - Demonstrated resource management skills for the successful delivery of projects.
- Good interpersonal, negotiation, collaboration and communication skills.
 - Demonstrated ability in developing, managing and leading effective project teams.
 - Demonstrated skills in supporting steering committees and creating and maintaining multiple working groups.
 - Demonstrated skills in building relationships within divisions and between divisions of an organization.
 - Demonstrated ability to manage conflict.
 - Effective human relations and motivational skills to deal with day-to-day staff issues as well as the interests of stakeholders within and outside the NTHSSA.
 - Demonstrated abilities in developing project communication plans and material for internal and external stakeholders.
 - Good writing and presentation skills.
- Demonstrated financial management skills, including project cost tracking and variance reporting.
- Demonstrated skills in risk, issues and stakeholder management.
- Demonstrated skills and abilities in the application of change management.
- Good strategic thinking skills.
- Good problem solving skills.

- Good research skills.
- Demonstrated ability to work under pressure with compressed deadlines and multiple deliverables.

TYPICALLY, THE ABOVE QUALIFICATIONS WOULD BE ATTAINED BY:

- A bachelor's degree in an business administration, science, engineering or public administration field, plus
- A minimum of four (4) years of progressive project management or management experience. Which includes as part of the four years a minimum of:
 - One (1) year working in the Canadian health and social services system, plus
 - Two (2) years in a project management role managing medium to large size projects.
- Certification in a nationally or internationally-recognized project management methodology (such as PMP or PRINCE2 Practitioner) is desirable.
- Other combinations of post-secondary education, project management certification, GNWT/Northern project management, and/or related public service management experience will be considered.
 - Combinations of experience and education of 8 years or greater will be required based on the types of equivalent experience or education.

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