



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Transportation Supervisor	
Position Number(s)	Community	Division/Region(s)
47-09408	Inuvik	Operations/Beaufort Delta Region

PURPOSE OF THE POSITION

Transportation Supervisor manages the Regional Transportation Division for the Northwest Territories Health & Social Services Authority (NTHSSA) Beaufort Delta Region (BDR). The position coordinates all staff duty travel, casual staff, job share travel, Handi Van services, and limited client travel. This includes arranging extensive air travel as well as road (Taxi, medical bus, government vehicle and rentals). The position is responsible for all aspects of vehicle usage and maintenance for the vehicle fleet in the BDR. The position oversees booking of temporary accommodations during relocation travel for casual and job share staff and staff on duty travel including oversight of the Staff residence in Inuvik. Also plays a key role in inventory management.

SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłı̄chǫ regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. Health and social services includes the 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.

While the Tłı̄chǫ Community Services Agency (TCSA) will operate under a separate board and Hay River Health and Social Services Agency (HRHSSA) will in the interim, the NTHSSA will set clinical standards, procedures, guidelines and monitoring for the entire Northwest

Territories. Service Agreements will be established with these boards to identify performance requirements and adherence to clinical standards, procedures, guidelines and policies as established by the NTHSSA.

Under the direction of the Minister of Health and Social Services, the NTHSSA is established to move toward one integrated delivery system as part of the government's transformation strategy.

The NTHSSA-BDR provides and supports the delivery of health care and social services to adults and children on an inpatient, outpatient, and outreach basis in order to enhance healthy community well-being through excellence, accountability and respect for regional diversity. The NTHSSA-BDR directly and contractually employs over 300 staff in the Beaufort Delta Region who deliver these services in eight communities through the Inuvik Regional Hospital, seven community health centres, and seventeen other sites including social services and dental therapy offices, public health clinics and various group homes. There are approximately 7500 residents in the Beaufort Delta region.

Located in Inuvik and reporting to the Regional Manager of Operations the Transportation Supervisor is responsible for the overall coordination and development of a transportation system that is cost effective and reliable for the NTHSSA-BDR. The incumbent provides services to eight (8) surrounding communities including Inuvik and is responsible for staff and client travel (approximately 1.5 million dollars per year). The incumbent manages the Transportation Division annual budget of approximately \$500,000.00 and has signing authority of \$5,000.00 and is responsible for the direct supervision of two (2) staff, as well as casual staff and summer students. The position works independently within the limits of federal and territorial Acts, legislation, regulations, guidelines, policies and procedures to meet NTHSSA-BDR needs as well as for providing professional expertise and guidance on transportation ensuring cost efficiency and effective use of resources to support quality care.

RESPONSIBILITIES

1. Manages staff and client travel and temporary accommodation for the NTHSSA-BDR in the Region.

- Coordinates travel of clients or staff with taxi contractors, handi van service, scheduled air carriers, air charter services, travel agencies, Health centers and other referral units ensuring NTHSSA-BDR is using the most cost effective means of travel.
- Maintains an accurate record of all client and staff ground and air travel.
- Developing, monitoring and maintaining procedures for travel, both routine and emergent as well as recommending and implementing policy and procedural changes for efficiency.
- Ensures that staff receive the proper information and assistance they require during travel to ensure travel is without issues.
- Provide NTHSSA-BDR staff with up to date costs and schedules for travel to facilitate planning and budgeting.

- Reviews vendor invoices for accuracy, codes to appropriate program and ensures taxi contractors meet their contractual requirements for the Region.
- Monitors ground and airline contracts to ensure they are current, the NTHSSA-BDR meets its contract obligations and renew as required.
- Maintains and monitors the taxi dispatch system located on the network.
- Works with air carriers, staff, clients, contactors and vendors when complaints or problems arise.
- Monitors transportation refunds and cancellations to ensure NTHSSA-BDR receives reimbursements or utilizes credits.
- Monitors and codes all purchases made using the enRoute card.
- Maintains enRoute databases located on the network to ensure pertinent information is captured.
- Ensures hotels are booked for staff during relocation in (casual and Job Share) or on duty travel.
- Oversees booking and utilization of residence to ensure a balance between optimum efficiency and consideration for staff needs.
- Works closely with Contract Administrator to ensure residence is maintained and equipped in a manner that meets the needs of the staff residing there.
- Ensures NTHSSA-BDR policies and procedures are followed regarding residence use and makes recommendations to BDR management regarding procedures and improvements.

2. Manages the NTHSSA-BDR vehicle fleet for the NTHSSA-BDR in the Region.

- Maintains and monitors the vehicle booking system located on the network.
- Ensures a current list of vehicle assets are available to staff.
- Maintains an accurate database of all employees' drivers licenses, including monitoring when licenses expire.
- Maintains an accurate database of all insurance, registration and vehicle service records.
- Ensures Risk Management Division of Department of Finance has a current list of authorized users of the vehicle fleet and advised of any accidents.
- Ensures that all accident reports are completed and sent to Risk Management Division of Department of Finance.
- Ensures vehicles are fueled, road safety checked and employees get a vehicle orientation prior to highway travel.
- Ensures employees traveling by NTHSSA-BDR vehicle have proper survival gear.
- Arranges vehicle refueling, preventative vehicle servicing, and repairs when necessary, orders supplies, vehicle cleaning and monitors fuel usage and servicing.
- Provides hands on trouble shooting of vehicle maintenance issues.
- Reviews and codes all vendor invoices related to the vehicle fleet.
- Maintains NTHSSA-BDR vehicle fleet key inventory.
- Completes all incident and accidents reports on Risk Monitor Pro related to the Division.
- Arranges transportation of vehicles in communities for servicing by road during the

winter and summer months.

- Advises and monitor Security contractor regarding vehicle usage and ensure all staff are aware of the vehicle usage policy.
- Acquires vehicle assets through appropriate tendering.
- Recommends asset disposal to Supervisor, prepares report of surplus and dispose of assets.

3. Manage the Transportation Division, including planning, budgeting, staff supervision and communication.

- Supervises the Transportation Clerk, Travel Specialist, casual staff and summer students within the Division and performs all staffing functions, including all aspects of recruitment and human resource management including preparation of job descriptions and interview questions, screening, interviewing, reference checks and selection of candidates, the completion of performance evaluations, the approval of leave and overtime, the training and supervision of staff and the management of corrective actions when and as required.
- Provides technical guidance to management staff at all levels to help them meet their business goals through the use of proper transportation procedures.
- Completes annual goals and objectives for the Transportation Division and measures activity against them.
- Ensures leave and other information has been properly entered in PeopleSoft.
- Ensures an attendance register for the Division is completed and submitted to the incumbent's supervisor.
- Coordinates leave and casual staffing requests to ensure the Division is adequately staffed.
- Provides handi van services when staff are on leave.
- Coordinates with staff to maintain a system of travel and vehicle usage for divisions and communities to ensure an efficient use of resources, requests are reasonable and completed in a timely manner.
- Prepares and monitor the annual budget for the Transportation Division by reviewing ongoing workloads, policies, work plans and new/changing priorities.
- Distributes updated schedules as it relates to NTHSSA-BDR personnel.
- Participates in the NTHSSA-BDR accreditation process.
- Conducts regular staff meetings.
- Provides an overview of services during the general orientation for all new employees.

4. Acts as liaison between the Transportation Division and taxi contractors, Nurse in Charge (NICs), suppliers, contractors and other NTHSSA-BDR divisions regarding procedures and policies.

- Maintains ongoing training with divisions and communities to ensure paper work required by the transportation division flows smoothly.
- Liaisons with suppliers, divisions and communities to discuss travel, vehicle and Handi Van policies and procedures.
- Maintains good working relationship with air carriers and suppliers to ensure we have

the most current information regarding the travel industry.

- Works closely with the Finance and Materials Management Division to ensure invoices, travel claims and supply requests are processed in a timely manner.
- Communicates with divisions and communities in regards to travel industry and vehicle fleet updates.
- Ensures a good working relationship is established within the organization as the Transportation Division is an integral support function of the Health Authority.
- Ensures minutes are taken and action items are followed up.
- Prepares weekend travel summaries for nursing and security staff.
- Trains, mentors and troubleshoots Social Programs Administrative Assistant, and cross trains other NTHSSA-BDR Administration Assistants on best travel practices.
- Maintains a spreadsheet reflecting the travel activities for the region.

5. Manages the inventory of Controllable assets for NTHSSA-BDR.

- Provides direction to the Transportation Clerk in the coordination of the controllable asset inventory ensuring they are properly tagged and recorded at the Inuvik Regional Hospital, Arctic Family Centre, Community Counselling Programs, Public Health, Medical Residence and Community Health Centres.
- Ensure that the inventory is accurate and complete and provides an inventory to the positions supervisor.
- Coordinates additions and disposal of assets ensuring that the inventory is always accurate and up to date.
- Ensures that the inventory is maintained in accordance with the relevant policies of the NTHSSA-BDR and the Government of the NWT.

6. Work Place Health and Safety: Employees of the Authority are committed to creating and maintaining a safe and respectful workplace for employees and patients/clients. Building a safe and respectful workplace is everyone's responsibility.

- All employees and contractors have a professional and personal responsibility to perform their duties to health and safety regulations, standards, practices and procedures.
- All stakeholders (management, staff, Union of Northern Workers, and Workers' Safety and Compensation Commission) need to ensure our Workplace Health and Safety Committee works effectively, with a shared purpose of continuous quality improvement in health and safety.
- All Managers play an active role in workplace health and safety through their daily management: identifying prevention opportunities, ensuring staff are trained in Risk Monitor Pro, investigating potential risk and accidents, and applying timely corrective measures.
- A healthy workplace, where employees can provide quality service under safe conditions, is the right thing to do and makes good business sense.

WORKING CONDITIONS

Physical Demands

The incumbent is required to stay seated at a desk, both on the computer and telephone for long periods of time, however there is opportunity for the incumbent to get up and move around the office. Constant use of the computer and telephone can result in stress in the fingers, wrists, neck and shoulders. The incumbent will on occasion have to deliver handi van services and the physical demands of pushing a wheel chair through snow or up steep grades can be strenuous.

Environmental Conditions

The incumbent works in a generally comfortable office work environment but must also be prepared to work outside in extreme conditions for short periods of time. The incumbent must be able to deliver and pick up paperwork and vehicle keys throughout the hospital and is subject to the risks of infectious disease.

Sensory Demands

The incumbent needs to multi-task and constantly prioritize. Long periods of time working on the computer are possible and the incumbent may experience continued interruptions from staff entering the office. The office is situated near the main entrance of the Inuvik Regional Hospital, with an overhead announcement speaker and clients and staff entering and exiting the building which creates increased noise level interruptions for the incumbent.

Mental Demands

The incumbent is faced with tight deadlines that increase the level of stress and emotional fatigue. The incumbent has regular contact with individuals with a wide variety of professional backgrounds, personalities and temperaments. Problem-solving, supervising and dealing with individuals in a disciplinary process contribute to the stress and mental demands of this position.

KNOWLEDGE, SKILLS AND ABILITIES

- GNWT *Financial Administration Act*, the GNWT Business Incentive Policy, the GNWT Contracting Regulations, *Motor Vehicles Act*, WHMIS Regulations and air transportation terminology.
- Familiar with the NWT geography and knowledge of the transportation industry, particularly northern air travel and seasonal road access.
- Familiar with the airline travel industry and the process and requirements of booking travel.
- A valid class 4 NWT driver's license is mandatory and must be bondable.
- Incumbent must have effective communication, decision making, problem solving and interpersonal skills.
- Completion of Grade 12.
- Certification in WHMIS.

- CPR/First Aid Training would be an asset.
- Experience and knowledge in budgeting, forecasting and planning.
- Strong communication skills to effectively write and verbalize for a variety of audiences with varying levels of background, knowledge and education.
- Ability to interpret legislation and suggest appropriate means of action.
- Knowledge and understanding of the NWT health care system an asset.
- Knowledge of northern cultures as they may relate to health care an asset.
- Analytical thinking skills including the ability to interpret data, legislative acts and policies.
- Advanced computer skills working with applications such as MS Word and MS Excel.
- Ability to work independently with minimal supervision and/or direction.
- Ability to set and achieve personal productivity goals in keeping with departmental needs and priorities.
- Strong organizational skills in order to prioritize workload and meet deadlines.
- Excellent interpersonal skills.

Typically, the above qualifications would be attained by:

Graduation of Grade 12 and previous experience in a transportation setting or other related fields. A Class 4 driver's license, certification in WHMIS and proficient in Excel spreadsheets is mandatory. Three to five (3-5) years' experience in a computerized environment with airline, transportation or travel booking experience in a large organization (preferably in a healthcare setting). 1 year supervisory or management experience.

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 applicable)

- 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: To choose a language, click here.

Required

Preferred