



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Manager, Office of Medical Affairs and Credentialing	
Position Number	Community	Division/Region
48-10562	Yellowknife	Supply Chain and Physician HR Management/HQ

PURPOSE OF THE POSITION

The Manager, Office of Medical Affairs and Credentialing (OMAC) oversees operations related to the engagement and implementation of physician services across the Northwest Territories (NT) Health and Social Services System. The Manager provides expert advice to the Government of Northwest Territories (GNWT), and the Labour Relations Division with respect to physician grievances, and negotiations.

The Manager, OMAC is responsible for providing strategic and expert advice, conducting research and analysis and recommendations related to recruitment and retention of physicians. The position also provides input into budget development activities, managing the OMAC funding envelope, and variance reporting and Financial Management Board (FMB) submissions, as required.

The Manager of OMAC, is responsible for creating procedures, guidelines, and policies related to physicians' services that support the overarching standards of care set out by NTHSSA across the NWT.

SCOPE

NTHSSA is an independent public agency delivering a full range of health and social services programs and services to the public under the jurisdiction of the DHSS. The authority for NTHSSA to exist comes from the *Hospital Insurance and Health and Social Services Administration Act (HIHSSA)*.

The NTHSSA is divided into six regions: Beaufort Delta, Dehcho, Fort Smith, Sahtu, Stanton Territorial Hospital and Yellowknife, with a Chief Operating Officer heading up each region.



Located in Yellowknife, the Manager of OMAC manages staffing levels for physicians' services in all six regions in collaboration with the Territorial Medical Director in alignment with system vision and priorities. In addition, the Manager provides leadership and training to on-site staff ensuring consistent financial and human resource processes are being applied. The Manager is responsible for developing policies and procedures related to physician contract implementation, and physician financial processes for all regions.

Two jurisdictions, Hay River and Tłı̄chǫ within the NT deliver local health and social services independent of NTHSSA. This situation adds a layer of complexity as the administration and assurance that local services are provided at NTHSSA standards must be established through a collaborative arrangement documented in a Memorandum of Understanding (MoU) between each jurisdiction and the Authority. The Manager, develops, guides, and provides administrative oversight of these MOUs and is responsible for all aspects of financial reporting, as outlined in each of these agreements.

The NTHSSA also provides specialized medical services that are not available locally to residents of the Kitikmeot region of Nunavut through a formal agreement with the Government of Nunavut. The Manager participates in the development of these agreements and manages the implementation of these agreements including physician scheduling, financial reporting, accounts receivable, and statistical reporting.

The Manager complies with the Authority's Purpose, Guiding Principles and Values, the Department of Health and Social Services (DHSS) specific legislation, the NT Public Services Act (PSA), Financial Administration Act (FAA), GNWT-related policies and manuals, and NT Human Resources legislation the NT Public Service Collective Agreements, the Standard Physician Contract, NTHSSA bylaws, and all other relevant government legislation, policies, and procedures.

The Manager of OMAC must have a comprehensive understanding of NTHSSA programs and services and is responsible for ensuring physician staffing levels are able to support the programs and initiatives needed for NTHSSA to deliver health services effectively to the people of NWT.

The position involves extensive collaboration and cooperation with the Territorial and Area Medical Directors and regional management across NTHSSA, DHSS, HRHSSA and TCSA.

The NTHSSA is confronted with significant financial challenges due to substantially rising inflationary costs and constant growth in demand for services while funding sources are not keeping pace. This has resulted in a continual rising of accumulated debt. This fiscal situation places a great deal of pressure on the Finance Branch to ensure NTHSSA can



continue to cover operational needs and at the same time control expenditures as much as possible. In this environment, financial sustainability has become a major focus. The role of the Manager of OMAC is challenged to find new and innovative ways to manage the financial pressures resulting from the increased staffing shortages and rising compensation costs that directly impact the physician budget.

Recruitment and retention of physicians, is an essential part of NTHSSA operations. Physician vacancies and leave absences, along with increases in demand, are covered by locums through compensation contracts. Bylaws are in place outlining the criteria and credentials required for medical practice license in the NT.

There are unique challenges associated with attracting, recruiting, and retaining a full complement of physicians including:

- Strong and increasing national and international competition for key professions,
- Significant stress and burn-out following the recent three-year pandemic,
- A dynamic professional environment driven by changing technologies and population health needs and pressures,
- The difficulty of attracting practitioner staff to remote northern communities,
- Multiple sources of physicians (locums, agencies, non-governmental organizations, employed physicians,
- Multiple contexts into which physicians are being recruited (urban, remote, visiting/rotational, out-of-territory)

The incumbent supports the delivery of an integrated and strategic approach to physician recruitment and retention through in-depth planning, research, and analysis of current and future physician human resource needs using workforce planning tools. In this environment, negotiations with physicians and other healthcare professionals are very difficult but critical to the outgoing sustainability of an acceptable healthcare system across the NT.

The NTHSSA is comprised of seven Branches headquartered in Yellowknife. The Branches are Office of the Chief Executive Officer (CEO), Finance; Clinical Integration; Child, Family and Community Wellness; Corporate and Support Service; Regional Operations, and Stanton Territorial Hospital.

The Finance Branch is divided into five Sections including: Treasury and Financial Reporting; Financial Planning and Operations, and Hospitals Comptrollership; Supply Chain and Physician Human Resource Management; and Fiscal Strategy and Business Improvements, and P3 Operations. The Manager of OMAC oversees the Medical Affairs and Credentialing Unit, reporting to the Territorial Director, Supply Chain and Physician Human



Resources Management,. There are thirteen positions reporting to the Manager.

The Manager also has a functional reporting relationship and close communication and collaboration with the Territorial Medical Director and is a member of the Territorial Physician Executive Committee (TPEC).

The Manager of OMAC directs and manages all aspects of physician services including but not limited to:

- Recruitment and retention, and on-boarding, in collaboration with other internal and external stakeholders
- Credentialing
- Physician scheduling
- Payroll and Benefits administration
- Participation in Physician Contract negotiations and Implementation
- Contract interpretation
- Ministerial Directive Compliance
- Oversee revisions to by-Laws
- Financial reporting including budgets and variance
- Physician services billing

RESPONSIBILITIES

1. Engagement and Implementation of Physician Services under OMAC

- Collaborating, consulting, and communicating with the Medical Directors on physician services.
- Collaborating and communicating with NTHSSA staff, HSS staff, other government and non-government stakeholders, NT Medical Association, community partners and other relevant agencies.
- Supporting the strategic development and implementation of recruitment and retention initiatives by working cross functionally to ensure physician perspectives are incorporated into organizational initiatives.
- Leveraging knowledge and expertise to influence and provide guidance to NTHSSA's Senior Management on the development and implementation of key initiatives to support recruitment and retention of physicians.
- Strategically escalating issues and overseeing the implementation of tangible steps to mitigate issues and/or implement solutions.
- Providing input into development of strategic workplans for committees and other groups and lead in the execution of achievable actions as relevant.
- Participating in federal/ provincial/ territorial working groups.



2. Recruitment, Retention, and Training strategies for physicians

- Collaborating in developing, implementing and evaluating effective projects, programs, and initiatives to support recruitment and retention.
- Participate in research and development of program metrics and determining best practices and emerging trends with respect to physician attraction and retention.
- Analyzing recruitment and retention needs.
- Monitoring changes in the work environment and/or strategic direction to define current and evolving work requirements.
- Developing options for initiatives that address administrative inefficiency, barriers, bottlenecks and cost drivers in relation to physician services.
- Developing and maintaining policies, guidelines, protocols and procedures.
- Developing operational plans, including SOPs, scheduling, and policies.
- Developing the tools and resources required to support programs and initiatives.
- Developing recommendations and/or options for proposals.
- Assessing the viability of options in meeting NTHSSA's long-term and short-term service objectives.
- Ensuring programs are effectively implemented and supported.
- Ensuring the promotion of GNWT as a career of choice for physicians through various new and existing strategies, programs, and initiatives.
- Developing and implementing a comprehensive framework and mechanisms for program evaluation, forecasting and reporting.
- Developing valid and reliable outcomes, benchmarks, and indicators for measuring progress and evaluating programs.
- Evaluating, assessing and monitoring programs for their effectiveness.
- Developing recommendations and preparing status and summary reports.
- Preparing briefing materials and presentations.

3. Physician workforce planning

- Collaborating with internal and external stakeholders in developing workforce planning methodologies, tools, and models.
- Researching best practices, national and international trends, and information.
- Developing funding and costing models.
- Providing input into physician budget development and completing variance reports.
- Forecasting supply and demand.
- Gathering data on training and resource needs, and related information.
- Adjusting Workforce Plans to meet shifting demands and other environmental changes.
- Identifying gaps and barriers to physician recruitment and retention initiatives.
- Collaborating with NTHSSA staff and other internal and external stakeholders responsible for data sources to ensure the integrity and compatibility of data.



- Collaborating with NTHSSA staff to ensure a coordinated approach to system-wide human resource and workforce planning and appropriate understanding of needs.
- Adjusting Workforce Plans to meet shifting demands and other environmental changes.

4. Directs Physician Credentialing

- Ensuring Medical and Professional Staff Bylaws, associated Rules, policies, and guidelines are current, relevant, and executed.
- Recommending changes to Medical and Professional Staff Bylaws associated Rules, policies, guidelines.
- Providing information on credentialing pathways, and ensuring all Physicians, practicing in the NT have valid NWT Privileges as outlined in the NTHSSA Bylaws.
- Maintaining a current register of credentialed physicians.

5. Manages program operations, finance and administration functions

- Developing required budgets to meet operational requirements
- Monitoring and reconciling compensation, contracts and other expenditures in SAM.
- Develop cost projections and forecasts in consultation with the NTHSSA Finance Team.
- Preparing variance reports.
- Authorizing payments within delegated authority.
- Supporting the development of FMB submissions.

6. Manages, oversees, and supports the administration of Physician contracts and physician recruitment initiatives contracts, and crisis management.

- Providing expert advice and analysis of contract interpretation.
- Providing expert advice to Senior Management regarding physician issues, and preparation of documentation to support physician negotiations.
- Anticipating and identifying risks that may challenge implementation and success.
- Developing risk mitigation strategies.
- Identifying issues and potential impacts of proposed bargaining positions on both operations and NTHSSA system-wide human resource objectives.
- Providing expert advice and analysis to the Labour Relations Division on issues of conflict or concern.
- Providing advice and recommendations for collective bargaining.
- Providing consultation information to the Labour Relations Division on issues related to investigations/inquiries.
- Participating in resolving emergency situations when a physician does not report for work or there is a gap in service in a community.



- Consulting with the Medical Directors to determine solutions in emergencies.
- Assessing the impact of the crisis on the overall health system and developing appropriate mitigation strategies and action plans.

7. Manages the human and financial resources of the unit, as well as supporting other staff in the organization in relation to the unit's functions.

- Managing and directing staff within Medical Affairs and Credentialing Section.
- Managing Human Resources requirements.
- Upholding and consistently practicing personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace.
- Prioritizing staff mentorship, on-the-job training and staff development.
- Working collaboratively with the Finance branch to establish clear and consistent financial reporting processes.
- Providing advice and support to staff throughout NTHSSA.
- Providing leadership, training, and mentoring to regional staff outside of OMAC ensuring consistent physician contracts and financial processes are applied.
- Preparing information, briefing notes, and documents and/or communicating with third party stakeholders.
- Preparing various ad hoc reports and briefing materials.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual demands.

Sensory Demands

No unusual demands.

Mental Demands

The scope of work can involve sensitive issues and tight deadlines. Decisions often have long- range and/or costly effects on the Healthcare system. Work pace and volume are irregular and often out of the incumbent's control. This position must balance multiple deadlines of which most if not all deadlines are out of the Manager's ability to control and revise. Overtime and unscheduled availability after hours may be required on a regular basis to meet the service expectations.



KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of Medical and Professional Staff bylaws and associated rules, Standard Physician Contracts/Locum Tenens Contracts with the ability to apply contractual obligations and requirements.
- Knowledge and understanding of collective agreement, labour law, labour relations, employment, Human Rights precedents and case law, and their integration and effect on other human resource functions.
- Knowledge and understanding of the integral relationship between federal and territorial legislation and the impact of policy and legislation on collective agreements, management of the public service, employee recruitment, retention and motivation and human resource planning.
- Knowledge of the HSS system's organization, environment, culture and operational strategies with the ability to understand recognize and/ or anticipate concerns or problems that will ultimately affect the system's ability to attract, retain and motivate employees.
- Knowledge of compensation models and costing of positions.
- Strategic, analytical thinking and critical thinking skills, and collaboration skills.
- Financial management skills, including cost tracking and variance reporting.
- Organizational, problem-solving, planning and time management skills.
- Leadership and skills relating to risk, issues, and crisis management.
- Ability to analyze data and trends to translate them into operational plans.
- Ability to communicate, both orally and in writing.
- Ability to analyze and interpret internal and external compensation data/patterns.
- Ability to work both independently and in groups.
- Ability to work with compressed deadlines and multiple deliverables.
- Ability to breakdown complex system problems into a sequence of manageable work packages.
- Ability to lead and provide multi-disciplinary team members with clarity on project goals and pathways.
- Ability to be available and responsive to crises that arise due to unexpected physician vacancies that impact the Healthcare service delivery model.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

A Bachelor's degree in human resources management, health care administration, business administration or a recognized health care management program with at least five (5) years of relevant experience and three (1) years of management experience in a health care setting,



professional associations, or public sector environment.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Position Security

- 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

Indigenous language: Select language

- Required
- Preferred