



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Regional Manager, Continuing Care Services	
Position Number	Community	Division/Region
48-11172	Norman Wells	Continuing Care Services/Sahtu

PURPOSE OF THE POSITION

The Regional Manager, Continuing Care Services plays a lead role in implementing the Northwest Territories Health and Social Services Authority (NTHSSA) strategic objectives for the consistent delivery of quality continuing care services, within the Sahtu Region. Under the strategic guidance of the NTHSSA, the position will implement, monitor, and provide reporting on the delivery of continuing care services within their region.

SCOPE

The NTHSSA is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłı̄ch̄o 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 Tłı̄ch̄o 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.

Located in the Sahtu Region the Regional Manager, Continuing Care Services (Manager) reports directly to the Chief Operating Officer (COO) and is responsible for the overall daily management of continuing care program and services in the Sahtu Region, and a staffing group of 30+ direct and indirect reports. The Manager provides overall management for the 18 bed Long-term Care unit, the Elder Day Programs, Palliative Care, and the Home Care Program in all five (5) communities within the Sahtu Region. These communities include: Colville Lake, Déljine, Fort Good Hope, Norman Wells and Tulita. Direct reports include the following positions: Day Program Coordinator, Continuing Care Program Clerk, Supervisor, Long Term Care, Nurse in Charge-Home Care Services and the Head Cook.

The incumbent provides operational support and direction to a multi-disciplinary work force, and through recruitment and retention efforts ensures adequate staffing for the provision of safe, competent, and consistent health care to clients in the Sahtu Region communities. The Manager is responsible to oversee the patient/client experience, and is also responsible for recruiting, hiring, and managing a skilled workforce. The decisions and recommendations made by the incumbent may have a direct impact on the effectiveness and efficiency of human resources, program and service delivery, and financial budgets.

The Manager works closely with their COO and with the NTHSSA Territorial Manager Continuing Care Services (TM CCS), to ensure that client/patient needs are being supported and addressed within their regional catchment area; and to identify and address program challenges and opportunities for improvement, establish program objectives for the region, and to report on and contribute to the evaluation of the effectiveness and efficiency of the program delivery in the region. This position also contributes to the development of the program area across the territory through their participation on cross-territory initiatives and projects.

RESPONSIBILITIES

1) Leads, implements, and manages the delivery of quality-based Continuing Care Services within the Sahtu Region.

- Provides leadership and direction to regional staff and programs to ensure that all continuing care clients/patients served by the Sahtu Region receive equitable, efficient, appropriate, accessible, timely, and safe continuing care.
- Collaborates with the COO, and the TM CCS to identify current and future delivery requirements in Continuing Care Services through consistent territory-wide program development.
- Advises and informs the regional COO with regard to program and service delivery, quality plans, outcomes, opportunities, risks, threats, and including but not limited to incidents affecting or potentially affecting the safety and/or well-being of continuing care clients/patients and/or staff, and the integrity of the Sahtu Region and the NTHSSA.
- In collaboration with the COO, recommends strategic initiatives, and identifies opportunities to sustain or improve the continuing care program and service delivery, for review and consideration by the NTHSSA.
- Leads the development of and implements a continuing care work plan for the region

that align with the NTHSSA's strategic direction, direction, policies, and procedural guidelines for continuing care.

- In collaboration with NTHSSA leadership, contributes to the development and implementation of performance indicators, measure for improvement, and reports on outputs and outcomes on a periodic basis as determined by the NTHSSA.
- Collaborates with the COO and TM CCS to develop regional procedures for Continuing Care program areas.
- Communicates with the COO, the TM CCS and other members of the Clinical Integration Team to share program priorities and goals.
- Collaborates with the COO, the Regional Manager of Acute Care, and Regional Managers within related disciplines in the NTHSSA, the TCSA, and the HRHSSA, to ensure a quality acute care program that is delivered consistently across regions and jurisdictions.
- Proactively works with the patient, family and other regional and territorial staff to enhance the patient experience and to address concerns and complaints.
- Collaborates with regional and territorial managers for standardization, consistency and best practices implementation.

2) Leads Regional Accreditation Teams in the domain of Continuing Care Service. These standards include but are not limited to Long Term Care, Home Care, Home Support, Infection Prevention and Control, and Managing Medications.

- Works collaboratively with the Regional/Territorial Quality and Client Experience Team to implement program and policy updates to align with the Accreditation Canada Standards of Excellence.
- Communicates and ensures integration of standards, policies and procedures for Continuing Care Services and programs into day to day practice as they relate to the Accreditation Canada process.
- Works collaboratively with the Regional/Territorial Quality and Client Experience Team to ensure team members receive an orientation and education on Accreditation Canada's Program and the Accreditation Process.
- Implements team action plans, based on results of any work required to align with program standards, and recommendation from onsite Accreditation Canada Surveys.
- Reports work plan process to the COO, Regional/Territorial Quality and Client Experience Team, and TM CCS.
- In collaboration with the COO, gathers data and information to track program indicators set by the NTHSSA leadership team.
- Ensures and promotes clients' and families' involvement in planning and service design, as well as quality and safety issues at the organization level, including quality improvement and client safety activities.
- Fosters respectful, compassionate, culturally appropriate, and competent care that is responsive to the needs, values, beliefs, and preferences of clients and their family members. Supports mutually beneficial partnerships between clients, families, and health care service providers.
- Collaborates with the COO, territorial, and regional management to standardize policies, procedures, metrics and program services.

3) Leads and manages the logistics of regional continuing care service delivery, including but not limited to, the management and support of staff and scheduling, and the management of capital resources required to meet regional operational needs.

- Provides subject matter expertise, guidance, direction, and exemplary leadership to the Regional Continuing Care Services staff.
- Effectively and efficiently manages a budget, human and capital resources in order to facilitate a successful continuing care program and service delivery in the Sahtu Region. Variance reporting as required.
- Manages the continuing care program within the allocated resources and in accordance with the Territorial Acts and Regulations, NTHSSA Policies and adherence to professional regulations, standards and protocols while following an interdisciplinary model to maintain and enhance the health and wellness of the people of the NWT.
- Manages the community home care programs within the allocated resources and in accordance with the Territorial Acts and Regulations, NTHSSA Policies and adherence to Professional Regulations, Standards and Protocols while following an interdisciplinary model to maintain and enhance the health and wellness of the people of the NWT.
- Collaborates with the COO, the Regional Managers, and any other relevant counterparts of the Sahtu Region to ensure safe, effective, and efficient coordination of continuing care to clients/patients.
- Collaborates with the dyadic leadership, and the physicians of the Sahtu Region to ensure safe, effective, and efficient coordination of continuing care to clients/patients.
- Participates in regular meetings with the TM CCS to plan programming and models of care delivery.
- Travels to the five (5) Sahtu Region communities and other regional centres as required to conduct program audits.
- Communicates program goals and activities to all required parties; provides direction and guidance to staff involved in programs and services.
- Participates in the recruitment, placement, and orientation of staff, and participates in developing strategies for staff retention.
- Supports the educational needs of all staff via conferences, workshops, distance education programs and clinical practicums.
- Conducts employee performance evaluations and manages performance issues.
- Participates on various committees to help ensure the provision of quality services and coordination of services on local and regional level.
- Collaborates with the COO, and the TM CCS to prepare and report on the Enhanced Home Care Funding.
- Collaborates with the COO, the Regional/Territorial Manager, Acute Care Services to assess and address the impact of alternate level of care patients in hospitals.
- Works collaboratively with regional and territorial managers to integrate care, and to improve the client/patient experience.
- Is required to provide coverage for the Chief Operating Officer (Acting/COO) in their absence.

- Participate and the Regional Senior Management Team meetings.

4) Represents the NTHSSA Sahtu Region in Labour Relations to ensure that harmonious working relationships with the Union of Northern Workers (UNW) and management are maintained.

- Works with the COO in handling first level grievances in coordination with Human Resources (HR) and UNW.
- Leads meetings with the UNW local representatives as the need arises and/or on a regular basis to discuss issues/concerns and work together to resolve same.
- Collaborates with HR to assist staff with accommodation plans and progress.
- Provides effectively and timely performance feedback, mentoring and coaching.

5) Workplace 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, UNW, and Workers' Safety and Compensation Commission (WSCC)) 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 or other incident reporting systems, investigating potential risk and accidents, and applying timely corrective measures.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

Disruption to lifestyle caused by work schedule.

Incumbent is required to manage unknown factors, uncontrolled work-flow and overlapping demand, and will experience numerous interruptions that cause disruption in carrying out

duties in a timely manner; may have exposure to emotionally disturbing experiences due to the nature of the work in Continuing Care and working with families during end of life care.

Travel to small communities in the Sahtu is required. Travel may be by way or small aircraft or driving on winter ice roads and may involve inclement weather. Amenities may be limited in communities outside the regional centre.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of program management, including budget development, preparation, and control to ensure financial responsibilities are carried out effectively and efficiently.
- Knowledge of different discipline roles and scope.
- Ability to develop and maintain positive working relationships with individuals, agencies, elected community leaders, and employees in order to communicate program information, including the ability to obtain and respond to feedback from these individuals. Awareness of diverse culture of the Sahtu and in the NWT.
- Interpersonal skills including effective communication, coaching and motivation in order to manage the human resources assigned to the position.
- Knowledge of how to design and facilitate a change process and the ability to build and work with groups and teams, planning and implementing change; skilled in group dynamics and conflict resolution.
- Ability to build solid partnerships and alliances based on trust and to work with a variety of people from different backgrounds and personalities.
- Written and oral communication skills including listening, observing, identifying and reporting.
- Knowledge and ability to use a variety of intervention and prevention methods, and determine which method is most appropriate at any given time.
- Organizational and time management to manage multi-disciplinary responsibilities in a timely and effective manner.
- Ability to be sensitive to the geographical and cultural needs of the people and understand how community and culture impact the delivery of health care.
- Specialized knowledge for Long Term Care service delivery, including gerontology, mental health trends, case management, leading care conferences, and organizational behaviour.
- Knowledge of Labour Relations, Infection Control, Health Information legislation and Occupational Health and Safety (OHS).
- Team leadership (uses authority fairly); ability to use formal authority and power in a fair and equitable manner and make a personal effort to treat all group members (employees) fairly; ability to show transparency and accountability.
- Must be knowledgeable with CNA Nursing Code of Conduct, RNANTNU Standards and NTHSSA and DHSS Continuing Care Standards, Policies and Procedures.
- Knowledge / skills relating to total quality management or continuous quality improvement processes.
- Ability to use word processing programs and spreadsheets.

Typically, the above qualifications would be attained by:

A Baccalaureate in Nursing plus two (2) years of management/supervisory experience and three (3) years of recent experience in a continuing care setting.

Equivalencies may be considered.

ADDITIONAL REQUIREMENTS

Must be eligible for registration with RNANTNU.

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