



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Physician Contract Specialist	
Position Number	Community	Division/Region
48-11272	Yellowknife	Supply Chain & Physician HR Management/ Headquarters

PURPOSE OF THE POSITION

The Physician Contract Specialist (Specialist) is responsible for the administration of the employment contracts for Physicians employed by the Northwest Territories Health and Social Services Authority (NTHSSA), as defined in the Government of the Northwest Territories (GNWT) Standard Physician Contract/Locum Tenens Contract (Contracts) and in accordance with relevant legislation and regulations. This includes full time contract, locums and fee for service arrangements.

The Specialist also develops implements and evaluates of various projects, programs and initiatives such as workforce planning, and recruitment and retention of the physicians designed to ensure there is a stable and consistent physician workforce within the Northwest Territories (NWT) Health and Social Services system.

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 Tlicho 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 Tlicho 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.

The Specialist, located in Yellowknife, reports directly to the Physician Contract Specialist Supervisor, Office of Medical Affairs and Credentialing (OMAC) division within the NTHSSA.

The health and social services system employs approximately 30% of the GNWT workforce, the majority of who are in specialized professions. The recruitment, retention, and development of the HSS workforce are essential to the effective delivery of HSS programs across the NWT. There are 75 full time equivalent (FTE) physicians with an average of 60% occupancies across the NWT and most of vacancies are covered by Locums in smaller regions. The major challenge for this position is to ensure consistent application of Standard Physician Contract/Locum Tenens Contract (Contracts) amongst all physicians and across all regions.

The Specialist, as the subject matter expert, is responsible for contract administration for physicians which includes but is not limited to, contract preparation, orientations to contracts, preparation and processing of benefits, advice on contract language, verification of timesheets, PeopleSoft administration and other general human resource transactional services required to ensure consistent application of the contracts. In addition, the Specialist develops and manages of territorial physicians' master schedule and on-call schedules which are generated based on the contracts and needs of the community/ regions and the Health and Social Services system. The Master Schedule includes work schedules for Family Practitioners, Specialist, Locum Physicians, Medical Learners, and Nurse Practitioners.

In addition, the Specialist is responsible for the development, implementation and evaluation of various projects, programs and initiatives such as workforce planning, and recruitment and retention of the physicians. This includes national and international research and maintenance of up-to-date knowledge of physician staffing trends and models, and supply and demand forecasts required for various relevant strategies.

This position works closely with variety of regional and NTHSSA staff, the Department of Health and Social Services staff, TCSA, HRHSSA, the Department of Human Resources staff, and other external agencies. The Contract Specialist must possess a sound knowledge of physician contracts, current and evolving HR and GNWT policies, programs, issues and developments.

RESPONSIBILITIES

1. Administers, manages and maintains Physician Contracts, and Benefits in accordance with the GNWT Standard Physician Contracts/Locum Tenens Contracts.

- Prepares updates and manages physician contracts in accordance with the GNWT



Standard Physician Contracts/Locum Tenens Contracts.

- Provides oversight and advice to regional schedules to ensure consistent application of GNWT Standard Physician Contracts/Locum Tenens Contracts.
- Provides orientation and documentation sessions to newly hired physicians to ensure consistent understanding of benefit entitlements, scheduling process and general employment as defined in the Contracts.
- Processes the enrolment of physicians in entitled group benefit plans that are eligible under the contract.
- Assist the physicians with enrolment, monitoring and tracking of any changes to group benefit plans under the Contracts.
- Provides ongoing support to physicians on queries regarding pay and benefits.
- Investigates, prepares and resolves benefits claims.
- Processes salary and compensation changes annually and ongoing ensuring physicians receive entitled stipends as reflected in the Contracts.
- Assists with the investigation and preparation of responses relating to physician complaints.
- Prepares briefing notes, and responses in relation to queries on pay, and benefits.
- Assists the Supervisor with queries of relatively common situations and their implications in terms of physician employment contracts.
- Provides trend analysis and cost-projection information to the Manager, for financial planning and as and when needed, during the physician contract negotiations that occur every three years.
- Maintains, and manages all confidential records, documents and personnel files for physicians.

2. Creates the Master and On-call Schedules for physicians in consultation with all NTHSSA Regions.

- Develops, implements and monitors the work schedules of physicians which includes remote community visits ensuring appropriate coverage in smaller remote communities.
- Develops travel schedules for physicians providing care in remote locations within NWT and Nunavut.
- Generates, monitors, maintains and distributes a comprehensive master schedule for physicians.
- Administers, coordinates, tracks and maintains physician leaves, shift change requests, attendances and pay records including continuing medical education (CME) leave credits, in accordance with the entitlements and benefits outlined in the Contracts.
- Responds to all requests for shift changes that may occur in the Master Schedule while ensuring balanced coverage of physicians. This includes contacting physicians on short notice to fill a gap in the work schedule which may have been created by a



sick call or last minute leave requests. All clinics, hospital departments and community partners must be notified of all changes.

- Develops, monitors and distributes monthly on-call rosters for the call groups that provide after-hour physician coverage.
- Works with the Supervisor and the Manager to identify gaps in the schedules and develop contingency plans to fill the gaps and improve physician vacancy rates.

3. Develops, implements and evaluates various projects, programs and initiatives such as workforce planning, and recruitment and retention of the physicians to ensure stable physician workforce in the NWT.

- Conducts research nationally and internationally to gather relevant and credible information using a variety of research methods such as web-based research engines and tools, document review, etc.
- Analyzes and synthesizes gathered information into reports to inform program planning. These reports might include literature reviews, bibliographies, decision papers, options papers, etc.
- Identifies gaps and recommends potential linkages between existing programs.
- Develops and implements physician focused recruitment and retention strategies to ensure goals and objectives are met in a timely manner.
- Develops, manages and maintains tools and other project related documents to track progress of all the work and activities of the programs and initiatives
- Prepares policies, procedures, guidelines and other materials as required.
- Develops and implements monitoring mechanisms to evaluate the effectiveness of the project, programs and initiatives and continuously improves quality, timelines and processes.
- Generates reports for the Supervisor and the Manager and various stakeholders outlining the progress of the projects, programs, and initiatives.
- Supports the Supervisor through investigating and/or addressing issues, developing correspondence, writing briefing notes, developing submissions and or position papers.
- Coordinates, participates in or chairs working groups to ensure the goals and objectives of the projects and programs are being met.

4. Coordinates and manages data collection, interpretation and analysis to ensure accurate, up-to-date and meaningful data/information is gathered and maintained at all times for program planning and decision making purposes.

- Analyzes, tracks and maintains up-to-date information on current staffing needs, costing and gaps in vacancies, used for the development of workforce planning strategies.
- Conducts national research on tools and models for data gathering and reporting purposes.



- Provides statistical analysis on physician supply and demand forecasts needed for program planning and decision making purposes.
- Collaborates with the other regions and Authorities to develop new or enhanced options for data collection, tracking, and reporting, purposes, beyond current territorial tools and programs.
- Coordinates, manages and maintains accurate regional and territorial physician data for external reporting purposes such as to Canadian Institute for Health Information (CIHI).
- Prepares and provides up-to-date data for financial planning and internal program evaluation and reporting purposes such as briefing notes, monthly and annual reports.

5. Administers and monitors appropriate documentation to ensure physicians are paid appropriately and in a timely manner.

- Verifies work schedules and attendance records to ensure physician documentation is complete and up to date to ensure payroll records are processed accurately.
- Audits, verifies and validates all physician timesheets to provide checks and balances in accordance to the contracts which includes but is not limited to bonuses, pay increments, travel and moving expenses (for newly hired physicians), education leave expenses, professional fees, regular pay, and overtime pay.
- Reviews, verifies and validates the physician call-back logs for payment processing.
- Provides Payroll with Physician financial payback amounts for contract terminations.
- Responds to and follows-up on physician queries and information requests by providing answers and explanations with regard to payroll and benefits.

WORKING CONDITIONS

Physical Demands

Normal office environment

Environmental Conditions

Normal office environment

Sensory Demands

Normal office environment

Mental Demands

Tight inflexible deadlines and unexpected last minute changes and demands for information.
(Daily-1-2 hours - High)



KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of Standard Physician Contracts/ Locum Tenens Contracts including benefits, with the ability to apply contractual obligations and requirements.
- Knowledge of up to date national and international trends, models and tools required for planning and decision making.
- Knowledge of salary, and benefit administration plans for physicians;
- Knowledge of GNWT policies, guidelines and programs.
- Knowledge of records management procedures and to administer records in a timely and accurate manner.
- Knowledge of confidentiality protocols and demonstrated ability in their application to ensure physician information is kept confidential.
- Analytical and problem solving skills.
- Interpersonal skills.
- Flexibility, creativity, and ability to problem solve in the management of a complex scheduling process.
- Ability to understand, interpret, and apply GNWT Directives and policies with respect to physician services.
- Ability to independently manage small to medium sized projects.
- Ability to perform analysis and precise mathematical calculations required for program and financial planning.
- Ability to communicate effectively, both verbal and written.
- Ability to work in a team environment and in a cross-cultural setting.
- 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, business or related field with two (2) years of progressive experience in a coordinating or program development role. Experience with labour relations is preferred.

Equivalent combinations of education and experience will be considered.

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

Indigenous language: Select language

☐ Required

☐ Preferred