



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Regional Manager, Public Health	
Position Number	Community	Division/Region
48-11357	Yellowknife	Public Health/Yellowknife Region

## PURPOSE OF THE POSITION

The Regional Manager, Public Health, provides leadership and direction in the delivery of public health programs and services to residents of Yellowknife, Ndilo and Dettah. The incumbent manages and oversees the program delivery for the Community Prenatal Programs and works closely with the Department of Health and Social Service's Director of Population Health and the Office of the Chief Public Health Officer to implement an Authority-wide population health strategy. This position is also responsible for providing public health clinical support and leadership to the Nurse-In-Charge and staff of the health centres in the communities of Fort Resolution and Lutselk'e.

## 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 Tłıchǫ regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-indigenous. 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 Tłıchǫ Community Services Agency (TCSA) and Hay River Health and Social Services Agency (HRHSSA) operate under separate boards, 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 NTHSSA.



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

Yellowknife Region (YR) is one of eight Health and Social Services (HSS) Regions within the NWT. YR provides a comprehensive range of health and social programs to the residents of Yellowknife, Dettah, Lutselk'e and Fort Resolution. About 50% of the NWT population reside in Yellowknife and receive community-based health and social services through YK. While YR is a community-based authority, it also provides services to a significant transient population from other regions of the NWT, Nunavut (NU) and the mine sites.

Located in Yellowknife, the Regional Manager, Public Health, (Manager) reports directly to the Director, Community Health (Director), and is responsible for an operating budget of just over \$950,000 and 25+ direct and indirect staff. The Manager oversees the management and administration of fiscal, human and material resources for YR's public health programs and services, and public health and community services and programs in Fort Resolution and Lutselk'e. The Manager is responsible for managing a diverse group of health care professionals who serve a population of over 20,000 in both on-site and off-site locations. Off-site work is conducted in schools, homes, and throughout the community.

The Manager is responsible for providing specific public health, prevention, screening, intervention, clinical nursing, and management expertise to the team. The incumbent evaluates and monitors program and service delivery using evidence based, best practice processes in an Integrated Service Delivery Model (ISOM). As the Manager of a large and diverse multi-disciplinary team, the incumbent shares the responsibility for the delivery of holistic and comprehensive community-based health programs and services in order to reduce and prevent the incidence of disease, promote the health status of the community, enhance community wellness and promote a healthy public policy.

The Manager has expertise with respect to health prevention, health promotion and community development and provides clinical expertise to public health nursing staff, other regional Health Centre staff, and the Department of Health and Social Services (DHSS). The Public Health Nurses are responsible for providing comprehensive public health programs including Maternal Child, Communicable Diseases, School Health, and Community Nursing (Dettah and Ndilo). In Fort Resolution and Lutselk'e, Nurse-in-Charge (NIC) positions are responsible for the delivery of similar comprehensive public health programs and services.

Public Health staff work with clients to achieve and maintain the highest level of community health and wellness that is possible. Public Health provides a comprehensive array of public health programs and services in Yellowknife, Dettah, Ndilo, Fort Resolution, and Lutselk'e which promote and preserve health, prevent and reduce the incidence of communicable diseases, illness, disability and death across all age groups. These programs include:

- Communicable Disease: adult immunizations, communicable disease follow-up and



monitoring, tuberculosis (TB) follow-up and monitoring, travel health clinics, sexually transmitted infections, clinic services and community outreach activities.

- Maternal/Child: pre-natal and post-natal classes, home visiting of families with new babies, breastfeeding education and support and well child clinics which include growth and development assessments and immunizations.
- Child and Adolescent Health: immunizations, health information resources, health education classes, hearing and vision screening and speech assessment, school liaison.
- Community Health - Dettah and Ndilo: provides all public health programs, communicable disease, maternal/child and child and adolescent health.
- Advocacy - for public health policy and for improving social determinants of health.

This position functions within the parameters of established authority, territorial, and regional legislation and standards as well as professional nursing and the Registered Nurses' Association of the NWT and NU standards and protocols. The Manager also ensures all Public Health Nurses apply and adhere to the core competencies as established for Public Health employees, as well as ensuring that program and service delivery is aligned with the Yellowknife Region Strategic Plan.

The Manager works collaboratively with an inter-disciplinary team within NTHSSA, the Territorial Operations Public Health Unit, as well as internal and external stakeholders like schools, and non-government organizations (NGOs).

## **RESPONSIBILITIES**

### **1. Manages and coordinates the delivery of continued and new services and programs in public and community health to meet the needs of the clients accessing services and to facilitate the provision of quality care.**

- Develops policies, procedures, manuals and directives to govern the public and community health programs and monitors their implementation to ensure consistent approaches and compliance.
- Develops, implements and evaluates new and continuing public health programs and services.
- Establishes, implements, monitors and evaluates operational objectives for the public health and community health portfolios to achieve YK goals and remains current with evolving standards.
- Monitors and evaluates clinical services based on outcomes on a regular basis and/or on an ongoing basis.
- Modifies programs and services as a result of recommendations from evaluation.
- Develops, implements and evaluates a system for continuous quality improvement activities such as chart audits and best practice standards.
- Researches and analyzes reports, documents trends and data to develop and/or recommend new or improved services and programs.



- Identifies most effective resources required to maintain/enhance current services and programs and/or to plan for the delivery of future services and programs.
- Integrates the use of research to make evidence-informed decisions to improve programs and services.
- Facilitates the flow of information and communication between the Board and staff; ensures staff understands the requirements of the Board; ensures Board members understand the issues and concerns of staff.
- Develops public and community health services briefing notes and position papers for the Board, DHSS and the public as required.

**2. Plans, develops, coordinates, and monitors the management and administration of the public and community health programs and services, including the fiscal, human and material resources.**

- Manages and supervises staff within the public health programs and health promotion services.
- Develops human resources plans to ensure all positions within the various portfolios are staffed with appropriate staff.
- Works with Human Resources (HR) and/or Labour Relations (LR) to recruit, hire, promote, discipline and review termination processes of all employees within the portfolios.
- Records and maintains documentation of current registration of each Public Health nurse with the Registered Nurses Association of the NWT and NU.
- Develops and coordinates staff performance evaluations to ensure staff performance meets operational requirements.
- Encourages a high level of performance through staff training and coaching.
- Develops human resource plans which provide staff with opportunities for personal and professional growth and development, including succession planning opportunities.
- Interprets and administers organizational policies/Collective Agreements consistently and fairly, as well as facilitates constructive resolution of conflict.
- In collaboration with the Director, responds to first level grievances, negotiating solutions to disputes, coordinating all disciplinary actions with Employee Services.
- In Collaboration with the Director, develops an annual departmental operational and capital budget for all programs and services under the public health portfolio.
- Manages and oversees the maintenance of the budget for assigned services and staffing by preparing and evaluating annual operating and capital budget expenditures and making decisions regarding designation of funds within the portfolio.
- Monitors expenditures to ensure they are carried out in accordance with policy and are within financial limits.
- Receives and responds to patient/client concerns and complaints regarding services provided in the clinical areas.



- Facilitates an environment which supports creativity and innovation in the delivery of patient care and maximizes decisions by public health staff.
  - Recommends, to the Director, the requirement for new, and replacement of, capital equipment, including authority vehicles.
  - Collaborates with DHSS on the graduate nurse placement program and the Community Health Nurse Development program.
- 3. Provides leadership and clinical support to the NICs in the management and administration of public health programs in these communities.**
- Provides support and direction in the identification, planning and development of new programs and initiatives for public health and community services.
  - Develops, implements and evaluates a system for continuous quality improvement activities such as chart audits and best practice standards.
  - Monitors and evaluates clinical services based on outcomes on a regular basis and/or on an ongoing basis.
  - Modifies programs and services as a result of recommendations from the evaluation.
  - Maintains and monitors legal reporting requirements for communicable diseases.
  - Provides support and advice in the interpretation and application of the Public Health Act and ensures adherence to the Act.
  - Develops, implements and evaluates new and continuing public health programs and services.
  - Establishes, implements, monitors and evaluates operational objectives for public health and community services to achieve YK goals and remain current with evolving standards.
- 4. Coordinates Public Health Nursing, and other services as appropriate, at the individual, program, community and interdepartmental levels to improve the health of the population.**
- Works closely with the Director and Regional Managers, Primary Care and Continuing Care, in the development and execution of a YK Population Health Strategy.
  - Assists in the development of the Health Authority's strategic plan.
  - Advises the Director on imminent public health issues and applicable best practices.
  - Provides support and advice on the interpretation and application of the Public Health Act and ensures adherence to the Act.
  - Participates on national committees to ensure awareness of national issues and best practices.
  - Fosters and facilitates the promotion of safe, healthy environments in homes, schools, day cares, worksites and the general community.
  - Participates in a range of committees and research projects in relation to the delivery of public health programs and services.
  - Maintains and monitors legal reporting requirements for communicable diseases.



- Fosters relationships with community organizations and NGO's.
- Recognizes and mentors' community partners in their ability to provide self-care and partner with them as appropriate in shared health care delivery.
- Continues to define and develop Public Health's role within the ISDM.

**5. Directs, leads and manages the assigned unit in the event of activation of the Yellowknife Region Emergency Preparedness Response Plan.**

- Develops and maintains a plan for the management and administration of the assigned unit in the event of a crisis or disaster.
- Monitors and maintains the health and special needs component of the plan to ensure the plan is kept current at all times.
- Ensures all relevant staff are kept aware of the plan and receive appropriate training.

**WORKING CONDITIONS**

**Physical Demands**

No unusual demands.

**Environmental Conditions**

No unusual conditions.

**Sensory Demands**

No unusual demands.

**Mental Demands**

Incumbent will experience numerous interruptions that cause disruption in carrying out duties in a timely manner.

Job holder will be required to deal with unknown factors, uncontrolled workflow and overlapping priorities/ demand.

**KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of current public health practices, acts, regulations, and protocols; including the ability to interpret, communicate and apply.
- Knowledge of approved, current clinical practice standards, guidelines and resources.
- Knowledge of current advanced nursing theory and practice, and ability to teach such.
- Knowledge of current trends in public health prevention, intervention, and promotion.
- Knowledge of northern cultures as they relate to the delivery of health and social service programs, and to demonstrate age, cultural and gender sensitivity.



- Decision making, problem solving, and conflict resolution skills.
- Written and oral communication skills including listening, observing, identifying, reporting and the ability to impart new ideas and strengths.
- Human resource management skills, including supervision, coaching, mentoring, role modeling, and team building.
- Computer skills include Microsoft Office, SharePoint, email scheduling, operating systems.
- Ability to deal effectively with people of all ages and backgrounds in stressful and emergency situations.
- Ability to research, develop and evaluate programs.
- Ability to uphold a strong vision driven by continuous quality improvement and results, while remaining open and approachable.
- Ability to converse, write and comprehend languages that are prevalent in the representative communities including French and Indigenous languages.
- Ability to foster and work in a multi-disciplinary team environment.
- Sensitivity to the geographical and cultural needs of the people and understanding of how community and culture impacts the delivery of health and social care.
- 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 Nursing with a minimum five (5) years of nursing experience in a community health/public health setting, or related environment. The incumbent must also possess at least one (1) year of management experience in a health care setting.

Equivalent combinations of education and experience will be considered.

**ADDITIONAL REQUIREMENTS**

Active registration with the Registered Nurses' Association of the Northwest Territories and Nunavut and basic CPR with annual certification is mandatory to fulfill legal requirements of the Nursing Profession Act and to maintain skill levels.

Proof of immunization in keeping with current public health practices is required.

NTI-ISSA has several certifications that are required upon hire, depending on the area where the employee works, including but not limited to: Indigenous Cultural Awareness, Biohazardous

Waste, Biosafety and Biosecurity, Infection Control, Workplace Hazardous Materials Information System (WHMIS) and others directly related to the incumbent's scope of practice.

Incumbent must possess a current Class 5 driver's license.

**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