



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Regional Manager, Health Services	
Position Number	Community	Division/Region
48-11601	Fort Smith	Acute Care/Primary Care/Midwifery

## **PURPOSE OF THE POSITION**

The Regional Manager, Health Services plays a lead role in implementing the Northwest Territories Health and Social Services Authority (NTHSSA) strategic objectives for the consistent delivery of quality emergency, acute care, midwifery, and primary care services within the Fort Smith Region. Under the strategic guidance of the NTHSSA, the position will implement, monitor, and provide reporting on the delivery of acute care services, health promotion, and disease prevention within their region. This position provides overall management of the following programs within the Fort Smith Region: Emergency Services, In-Patient Care, Pharmacy, Midwifery, Visiting Specialists Clinics, Practitioner Clinics, Public Health, Community Health Representative, and Medical Records.

## **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 Tłı̨chǫ 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 Tłı̨chǫ 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 Regional Manager, Health Services position is located in the Fort Smith Region and is responsible for the overall daily management of Primary Care, Acute Care, and Midwifery programs. The RMHP provides oversight, management, and regional leadership in health promotion and disease prevention. Direct reports include Clinical Coordinator of Acute Care, Administrative Supervisor Health Services, Midwives, Nurse Practitioners, Community Health Nurses, Registered Nurses, Licensed Practical Nurses, Community Health Representative, Holistic Wellness Advisor, and Medical Records Technicians. The incumbent provides operational support and direction to a multi-disciplinary workforce, ensuring adequate staffing through recruitment and retention efforts for the provision of safe, competent, and consistent health care to clients in the Fort Smith Region. Responsibilities include overseeing the patient/client experience, recruiting, hiring, and managing a skilled workforce. Decisions and recommendations made by the incumbent may directly impact the effectiveness and efficiency of human resources, program and service delivery, and financial budgets. Reporting directly to the Chief Operating Officer (COO), the incumbent will work closely with the COO and the NTHSSA Territorial Managers supporting Acute Care, Midwifery and Primary Care to ensure client/patient needs are supported and addressed within their regional catchment area. They will identify and address program challenges and opportunities for improvement, establish program objectives for the region, and contribute to the evaluation of the effectiveness and efficiency of program delivery. Additionally, the incumbent will contribute to the development of the program area across the territory through participation in cross-territory initiatives and projects.

## **RESPONSIBILITIES**

### **1. Leads, implements, and manages the delivery of quality-based Acute and Primary Care and Midwifery Services within the Fort Smith Region.**

- Provides leadership and direction to regional staff and programs to ensure that all In Patient, Out-Patient, Emergency, Midwifery, and Primary Care clients/patients served by the Fort Smith Region receive equitable, efficient, appropriate, accessible, timely, and safe care.
- Collaborates with the COO, Territorial Manager, Acute Care Services, Territorial Manager, Primary Care Services, and Territorial Manager, Midwifery Services to identify current and future delivery requirements through consistent territory-wide program development.
- Reports to the COO regarding program and service delivery, quality plans, outcomes, opportunities, risks, threats, and incidents affecting or potentially affecting the safety and/or well-being of clients/patients and/or staff, and the integrity of the Fort Smith Region and the NTHSSA.



- In collaboration with the COO, Regional Managers, and Territorial Managers and Specialists, recommends strategic initiatives and identifies opportunities to sustain or improve the acute, primary care, and midwifery programs and service delivery, including opportunities to improve chronic disease prevention and management, for review and consideration by the NTHSSA.
- Leads the development and implementation of work plans for acute care, primary care, and midwifery that align with the NTHSSA's strategic direction, policies, and procedures.
- Works collaboratively with the NTHSSA leadership to contribute to the development and implementation of performance indicators, measures for improvement, and reports on outputs and outcomes on a periodic basis as determined by the NTHSSA.
- Ensures regularly auditing of patient care is completed.
- Ensure RL6 files are appropriately and timely actioned.
- Collaborates with the COO, Territorial Manager, Acute Care Services, Territorial Manager, Primary Care Services, Territorial Manager Midwifery Services, Regional Managers within related disciplines in the NTHSSA, TCSA, and HRHSSA to ensure quality care programs that are delivered consistently across regions and jurisdictions.
- Communicates with the COO, Territorial Manager, Acute Care Services, Territorial Manager, Primary Care Services, Territorial Manager, Midwifery Services and other members of the Clinical Integration Team to share program priorities and goals.
- Proactively works with the patient, family, and other regional and territorial staff to enhance the patient experience and address concerns and complaints.
- Collaborates with regional and territorial managers for standardization, consistency, and best practices implementation.

**2. Leads Regional Accreditation Teams in the domains of Primary, Acute Care, and Midwifery Services. These standards include, but are not limited to, Primary Care Services, Emergency, Medicine Services, Infection Prevention and Control, Managing Medications, and regional Midwifery.**

- Works collaboratively with the Regional and Territorial Accreditation Team and the Quality, Risk, and Client Experience Division 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 Primary, Acute Care, and Midwifery Services and programs into day-to-day practice as they relate to the Accreditation Canada process.
- Ensures team members receive 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 recommendations from onsite Accreditation Canada Surveys.
- Reports work plan progress to the COO, Regional/Territorial Accreditation Team, and Territorial Managers



- 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 acute, primary care, and midwifery 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 Clinical Coordinator Acute Care and Administrative Supervisor Health Services.
- Effectively and efficiently manages a budget, human and capital resources in order to facilitate successful acute and primary care programs, public health, and community health service delivery in the Fort Smith Region, including Pharmaceutical and Midwifery services. Variance reporting as required.
- Manages the acute, primary care, and midwifery programs within the allocated resources and in accordance with 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, Regional Managers, and any other relevant counterparts of the Fort Smith Region to ensure safe, effective, and efficient coordination of acute, primary care, and midwifery services to clients/patients.
- Collaborates with dyadic leadership and the physicians of the Fort Smith Region to ensure safe, effective, and efficient coordination of acute and primary care to clients/patients.
- Participates in regular meetings with the Territorial and Regional management to plan programming and models of care delivery.
- Conducts 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, Telehealth, 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 levels.
- Implements action plans from Territorial Managers of Acute Care, Midwifery and Primary Care Services in response to program indicators performance.
- Collaborates with the COO and the Regional/Territorial Manager, Continuing Care to assess and address the impact of alternate level of care patients in hospitals and to implement a process to manage these patients.
- Collaborates with the COO, the Regional/Territorial Quality and Client Experience Team, and Territorial Managers to ensure oversight of quality and assurance of Pharmacy Services.
- Collaborates with Territorial Clinical Lead, Dental Services to implement and monitor an oral health strategy. Provides local oversight of oral health staff.
- Develops, implements, and oversees a scheduling plan of primary care services for the regional service area.
- Actively promotes the use of telehealth as a service option in the NTHSSA service delivery area, evaluates and reports on use, and oversees scheduling and management of regional telehealth resources.
- Collaborates with the COO, the Territorial Managers/Specialists, and patients to implement a consistent, equitable, culturally sensitive, and evidence-based Chronic Disease Program.
- Works collaboratively with regional and territorial managers and specialists to integrate care and to improve the client/patient experience.

**4. Leads, implements, and oversees the delivery of quality-based Health Promotion and Disease Prevention activities within the Fort Smith Region of the NTHSSA.**

- Provides leadership and direction to Primary Care and Public Health staff to ensure health promotion and disease prevention activities are responsive to the needs of the clients/patients, communities served by the Fort Smith Region.
- Collaborates with relevant Territorial Managers to identify current and future program delivery needs and opportunities through 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 wellbeing of clients/patients and/or staff, and the integrity of the Fort Smith Region and of the NTHSSA.
- In collaboration with the COO, the AMD and the Territorial Specialists and Managers, recommends strategic initiatives, and identifies opportunities to sustain or improve the health promotion and disease prevention program.



- Leads the development of and implements a health promotion and disease prevention work plan for the region that aligns with the NTHSSA strategic direction, policies, and procedures for health promotion and disease prevention.
- Works collaboratively with the NTHSSA leadership to contribute to the development and implementation of, performance indicators, measures for improvement, and reports on outputs and outcomes on a periodic basis as determined by the NTHSSA.
- Communicates with the COO, and relevant Territorial and Regional Managers, to share program priorities and goals.
- Collaborates with the COO, Territorial Managers and Specialists responsible for health promotion and disease prevention, and other Regional Managers within related disciplines in the NTHSSA, to ensure a health promotion and disease prevention program that is delivered consistently across regions and jurisdictions.
- Collaborates with regional and territorial managers for standardization, consistency and best practices implementation.

**5. Represents the NTHSSA Fort Smith 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 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 Human Resources to assist staff with accommodation plans and progress.
- Provides effective and timely performance feedback, mentoring, and coaching.

**6. 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 in accordance with 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 RL6 Incident Management System or other incident reporting systems, investigating potential risks 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.

## **7. Ensures quality management of health information for the Fort Smith Health Center.**

- Collaborates with the COO, and the Territorial Manager, Health Records to develop regional procedures for quality management of health information.
- Supervises the day-to-day operations of the Fort Smith Medical Records Unit. This includes release of patient information, patient information and coding, and patient chart preparation.
- Fosters a positive working and learning environment for staff.
- Oversees and is responsible for release of patient information activities within the Unit and ensures compliance with Access to Information and Protection of Privacy legislation and Health Information Act legislation.

## **8. Additional Responsibilities**

- Directly supports and is involved in any incident investigation involving Primary care, Acute care, and Midwifery.
- Responsible and accountable for the management, variance reporting, and planning of assigned budgets for: Primary Care, Public Health, Medical Records, Midwifery, Pharmacy, Acute Care, and Emergency Departments.
- Provides leadership and expertise by actively participating in meetings, the Regional Management Team, and other program committees.
- Represents the Fort Smith Region on NTHSSA committees and attends other planning or program meetings related to the operations of the GNWT and NTHSSA.
- This position will also be expected and capable to act as the COO, or for other Regional Managers when required.
- Performs other duties as assigned by the COO for the purposes of ensuring the smooth and efficient operation of the NTHSSA – Fort Smith Region.

## **WORKING CONDITIONS**

### **Physical Demands**

Exposure to physical strain related to sitting for long periods of time and eye strain working with a computer.

### **Environmental Conditions**

Exposure to crisis situations requiring immediate attention and discussion. Often exposed to extreme weather conditions during travel.



## **Sensory Demands**

Requires the use of combined senses to assess each situation.

## **Mental Demands**

Disruption to lifestyle caused by work schedule.

Exposure to numerous interruptions that would cause disruption in carrying out duties in a timely manner.

Exposure to emotionally disturbing experiences. Dealing with unknown factors, uncontrolled workflow and overlapping demand. Travel to small communities may be required. Travel may be by way of small aircraft or driving on winter ice roads.

## **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 scopes.
- Knowledge and ability to use a variety of intervention and prevention methods, and determine which method is most appropriate at any given time.
- Knowledgeable in CNA Nursing Code of Ethics, CNA Nursing Code of Conduct, CANN Standards, and Midwifery Standards and Bylaws.
- Knowledge of total quality management or continuous quality improvement processes.
- Knowledge of how to design and facilitate a change process, including the ability to build and work with groups and teams, plan and implement change, and skill in group dynamics and conflict resolution.
- Knowledge of and proficiency with word processing programs and spreadsheets.
- Interpersonal skills including effective communication, coaching, and motivation to manage human resources and support staff and stakeholders through change.
- Written and oral communication skills including listening, observing, identifying, and reporting.
- Organizational and time management skills to manage multi-disciplinary responsibilities in a timely and effective manner.
- Ability to develop and maintain positive working relationships with individuals, agencies, elected community leaders, and employees to communicate program information and respond to feedback.
- Ability to build solid partnerships and alliances based on trust and to work with a variety of people from different backgrounds and personalities.
- Sensitivity to the geographical and cultural needs of the people and understanding of how community and culture impact the delivery of health care.
- Commitment to actively upholding and consistently practicing personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace.



- 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 Baccalaureate or Diploma in a Nursing Field plus five (5) years experience in an Acute or Primary Care setting and 1 year of management/supervisory experience.

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