



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Project Officer, Supportive Living	
Position Number	Community	Division/Region
48-13001	Yellowknife	Territorial Continuing Care Services/Clinical Integration/Territorial Operations

PURPOSE OF THE POSITION

The Project Officer, Supportive Living, is responsible to research, recommend and coordinate the territory-wide program and service plans, including program standards, policies and procedures and reporting requirements for Territorial Adult Services, and Supportive Living Programs (in and out-of-territory). Sharing the provision of direct support to the Director Territorial Continuing Care Services (The Director), and managers working in the designated program areas, this position also coordinates the development and distribution of program materials and provides financial administrative support to the Director and managers responsible for managing contribution agreements and contracts with contractors and Non-Government Organizations.

SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services (HSS) in the Northwest Territories, 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. HSS includes the full range of primary, secondary and tertiary health services and social services including family services, protection services, supported living, mental health, addictions, and developmental activities, delivered by more than 1,400 HSS staff.

While the Tłıchǫ Community Services Agency (TCSA) will operate under a separate board and Hay River Health and Social Services Agency (HRHSSA) will also 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.

Located in Yellowknife, the Project Officer, Supportive Living (Project Officer) reports to the Territorial Manager, Supportive Living and collaborates with all staff working in the division, including Territorial Managers, Territorial Specialists, Registered Nurses, Registered Social Workers, other unit managers and staff working in NTHSSA to coordinate activities related to Supportive Living programs. The position coordinates territory-wide program and service plans, including program standards, policies and procedures and reporting requirements for Adult Social Services/Supportive Living Services delivered within the six (6) regions of the Northwest Territories (NWT), in accordance with the policy direction and legislative requirements established by the Department of Health and Social Services (DHSS).

The Project Officer completes research, collects data for the purposes of tracking overall program utilization and reporting on client demographics to ensure that quality client care is delivered, through improving program policy and procedures that align with best practice. The incumbent also completes monitoring and reporting on program budgets and financial data; which includes assistance with budgets, contribution agreements, contracts and other financial administrative duties.

Given the complexity and speciality of community wellness programs the incumbent may be called upon to address a variety of issues on a daily basis. This can include supporting urgent frontline needs where immediate assistance is required, such as air charters, funerals, and case management support to clients who are experiencing complex needs such as mental health, homelessness, addictions, etc.

The Project Officer supports the Director with human resources administrative functions, such as initiating staffing competitions, staff movement, job evaluation package creation and other duties, as required. The position may also be required to provide information for briefing notes to the Director, as well as provide functional support and guidance in these areas to other Territorial Leads, Territorial Specialists, and Regional Managers, and to represent the NTHSSA in meetings or conferences.

The Project Officer communicates regularly and directly with healthcare and other professionals, and collaborates with staff in the DHSS, NTHSSA, TCSA, HRHSSA, and other non-government organizations, and will be required to work effectively with a range of stakeholders.

The incumbent is privy to considerable amounts of information, some of which is extremely confidential; requiring vigilance regarding confidentiality and privacy of information. There are recurring and frequent interruptions of tasks; responsibilities often have short notice deadlines, and changes that may require immediate attention. Physical lifting may be required



to move necessary materials to site for meetings and for retrieving and filing boxed archived materials.

Circumstances occasionally require the incumbent to work outside of normal working hours.

RESPONSIBILITIES

1. Ensure accurate, up-to-date communication is maintained in a variety of guidelines, policies and documents.

- Create and provide content feedback on a variety of written documents, reports, etc.
- Maintain awareness of national and territorial legislation, protocols and guidelines relevant to supportive living standards, and policies.
- Provide information to the Supportive Living Lead or other Territorial Specialists or managers to update territorial guidelines and protocols for Supported Living/Adult Services.
- Establish tools and processes for communicating and collaborating with regional staff.
- Participate in departmental/interdepartmental working groups and committees as required.
- Support, enhance and develop program resources in the NWT for Supported Living/Adult Services.
- Contribute to and present research and analysis results to NTHSSA leadership.
- Support the division with human resources administrative functions, such as initiating staffing competitions, staff movement, and job evaluation package creation.

2. Support financial administration for Supportive Living including contribution agreements, 3rd party agreements, sole sources and other project budgets.

- Provide financial administrative support to the Director and Managers responsible for managing contribution agreements and contracts with contractors and Non-Government Organizations.
- Complete procurement requisitions, contract change orders, RFP/RFT processes and purchasing of goods and services.
- Complete program orders and processes payments, including credit card payments and reconciliations on behalf of the division.
- Facilitate and assist with the preparation of contribution agreements in collaboration with NTHSSA finance and management.
- Facilitate Sole Source Authorization forms, develop Terms of Reference, and provide supporting documentation to sole source contracts for the division.
- Utilize SAM system for all purchasing, requisitions, and generating financial reports.
- Maintain all financial information including invoices, contracts, and purchases of goods and services pertaining to programs to assist with forecasting.
- Provide general monitoring of budgets for all contracts, on an ongoing basis, conduct analysis and report concerns and/or discrepancies to the Director and/or managers.



- Work with finance and/or contractors, DHSS and/or other parties to resolve financial issues.
- Create contract templates and maintain current database of contractor information for all Continuing Care program areas.

3. Develop and maintain databases and case file management coordination to Supportive Living programs

- Maintain in and out-of-territory client registry database with current client information regarding admissions or discharges, client placement reviews, and home visitations for the purpose of monitoring, reporting, and evaluating utilization of services.
- Coordinate and distribute referrals and/or requests to case managers.
- Receive, log, and prepare summary reports and/or program packages for new client admissions for the Supportive Living team.
- Maintain databases for monitoring, analyzing and evaluating each program area for cost reduction, program efficiencies, enhancements, and quality.
- Compile and present information for the monthly Out-of-Territory Review Committee meetings.
- Maintain an accurate territorial waitlist for in-territory Supportive Living admissions.
- Maintain database of monthly reports, clinical assessments, incident reports, case correspondence, summary reports, client reviews, court documents, extensions packages, Health Services Administration documents/forms or any other correspondence pertaining to Supportive Living case files.
- Track and organize incident reports for Territorial Manager, Supportive Living to review.
- Identify potential areas in which to improve client care/service outcomes, quality and efficiencies.
- Coordinate travel arrangements for clients, families and staff, including complex air charters.
- Maintain list of expiry dates for OOT client's health care cards and ensure they are renewed on time in order to avoid any lapse in coverage.
- Liaise with DHSS Child and Family Services for clients that will be "aging out" of their programs and provide this information to the Manager, Supportive Living.

4. Conduct research and analysis on a variety of subjects to support projects and initiatives within the NTHSSA.

- Research and gather relevant credible information using a variety of research methods and tools (jurisdictional scans, web-based research engines, tools, document reviews, literature reviews, etc.).
- Synthesize data and information into reports to inform program planning conclusions. These reports may include gap analysis, decision papers or options papers.



- Support the division through investigating and/or addressing issues, providing information for correspondence including briefing notes, and for the development of submissions or position papers.
- Support the Director to prepare briefing materials, advice on contentious issues, client needs, program revisions, and expansions.

5. Coordinate and develop project implementation plans and program initiatives.

- Work with project partners to identify current processes and challenges.
- Develop and maintain implementation and action plans for review and approval.
- Provide advice and recommendations to the Managers and Director on the project implementation plans.
- Develop monitoring and evaluation plans in collaboration with all appropriate levels of the NTHSSA and partners.
- Work with the Director to prepare briefing materials, and advise on contentious issues, client needs, program revisions, and expansions.
- Research and recommend best practices and recommend benchmarks to ensure compliance with best practices.

6. Promote inter-professional collaboration to achieve optimal client care/service outcomes and effective integration of care.

- Collect information to support strategic planning to assist senior leadership to determine trends and needs.
- Establish and maintain effective relationships with staff, and regional managers.
- Coordinate initiatives to ensure the overall success and improvement of client care/service outcomes.
- Identify overlapping priorities, conflicts of interest and actions between initiatives for areas of collaboration.
- Coordinate and support regions in the development of auditing measures in line with Accreditation and best practice.
- Participate on various committees and working groups to help ensure the provision of quality services and coordination of services on local, regional, and territorial level.
- Promote clinical/service and front-line management decisions that are client centered
- Promote and inspire management practices that support staff health, safety and well-being.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions



No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

No unusual demands.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of and/or the ability to acquire and apply knowledge of Supportive Living programs.
- Knowledge of and/or the ability to acquire and apply knowledge of health and social services terminology.
- Knowledge of research methods, and the ability to analyze and interpret data and present / recommend findings in an organized and concise manner.
- Knowledge of and/or the ability to acquire and apply knowledge of the GNWT *Financial Administration Act*.
- Program management and financial administration skills.
- Written and oral communication skills including listening, observing, identifying and reporting in order to complete program analysis, and financial performance.
- Organizational, prioritization, and time management skills.
- Computer skills in software programs including Microsoft Office Word, Excel, Outlook, Visio, and Publisher.
- Ability to acquire knowledge of the NWT health and social services system and delivery of health and social programs.
- Ability to acquire and apply knowledge of records management procedures, in accordance to GNWT legislation.
- Ability to support, enhance and develop program resources in the NWT for Supportive Living services.
- Ability to establish tools and processes for communicating and collaborating with program related employees.
- Ability to maintain all financial information including invoicing, contracts, and purchases of goods and services pertaining to programs.
- Ability to select and monitor evidence-based client care/service, provider and system outcomes and measure progress toward organizational delivery goals.
- Ability to develop client outcome measures to evaluate program effectiveness.
- Ability to maintain a high degree of tact, discretion, and diplomacy.
- Ability to apply sensitivity to the geographical and cultural diversity of the NWT.
- Knowledge of privacy and confidentiality protocols and ability in their application to ensure sensitive information is kept private and confidential.



- 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 diploma in a health, social science or business administration discipline (psychology, social work, health or business administration) with 2 years of relevant experience.

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:

- Required
- Preferred