



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Manager, Critical Care Services	
Position Number	Community	Division/Region
48-1344	Yellowknife	Inpatient Critical Care and Mental Health Services/ Stanton Territorial Hospital

PURPOSE OF THE POSITION

The Manager, Critical Care Services (Manager) will manage and provide operational leadership to the Intensive Care, Emergency and Respiratory Therapy areas/units and will play a lead role in implementing the Northwest Territories Health and Social Services Authority strategic objectives in the consistent delivery of quality Patient Care services within the Stanton Territorial Hospital (STH). Under the strategic guidance of the NTHSSA, the position will implement, monitor, and provide reporting on the delivery of Acute Care services within their respective units.

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 Tłıchʔ 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 Tłıchʔ 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.



STH is a referral centre for the approximately 43,000 residents of the NWT and approximately 6000 residents of the Kitikmeot Region, Nunavut. STH delivers the sole Respiratory Therapy Program for the NWT and provides consultation and support to all regions and HSSAs; provides the sole territorial ICU for the NWT and moved to a 6 bed capacity with the implementation of the new hospital, and in 2022-2023 the Emergency unit supported approximately 20,000 patient visits.

Located in Yellowknife, the Manager reports directly to the Director, Inpatient Critical Care and Mental Health Services (Director), and is responsible for the overall daily management of the Emergency unit (including Critical Care Nurse Practitioners [NPs]), Intensive Care Unit (ICU) and Respiratory Therapy Program (RT), with an annual operating budget of \$7.1M. The position is responsible for recruiting, hiring, managing, and providing operational direction to a multi-disciplinary workforce, and through recruitment and retention efforts ensures adequate staffing for the provision of safe, competent, and consistent healthcare to clients from the NWT and the Kitikmeot Region of Nunavut. In a unionized environment, there will be proactive participation in meetings require a high degree of diplomacy and self-control. 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 incumbent manages 2 Clinical Coordinators, and these roles provide clinical supervision, education and support to staff, and are the subject matter experts in their programs.

The Manager is responsible to oversee the client/patient experience and will work closely with the NTHSSA Territorial Manager of Acute Care and other relevant Territorial Managers supporting this program area, to ensure that client/patient needs are being supported and addressed; 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. They will also contribute to the development of the program area across the territory through their participation on cross-territory initiatives and projects.

The Manager will collaborate closely with dyadic practitioner leaders, the Territorial Manager, Acute Care and other territorial staff as applicable, and with regional nursing leaders and managers to ensure the safe and effective delivery of mental health and extended care services territorially. The incumbent will participate as a member of Territorial Quality Teams (TQTs), in the areas under which they have direct leadership and authority, and they will also co-lead STH Quality Teams in a dyadic leadership model, with Area Clinical Leads. The incumbent will inform and assist with the development, implementation and evaluation of best nursing and RT operational practices in the domains of Critical Care Nursing and Respiratory Therapy. The incumbent will ensure that Emergency Services, ICU, and RT services meet required operational practices (ROPs) in order to adhere to accreditation requirements.



The Manager is required to be innovative and motivated in the area of continuing education to encourage professional growth, and access to current and accurate data.

RESPONSIBILITIES

1. Leads, implements, and manages the delivery of quality-based Emergency, ICU, and RT services to facilitate the best outcomes for patients/clients.

- Provides leadership and direction to regional staff and programs to ensure that all critical care patients served by STH receive equitable, efficient, appropriate, accessible, timely, and safe acute care.
- Collaborates with the Director and the Territorial Manager, Acute Care Services to identify current and future delivery requirements in acute care services through consistent territory-wide program development.
- Leads the development of STH critical care quality plans, and the establishment of outcomes, measures and monitoring processes for the critical care area.
- Assesses opportunities, risks, threats, including but not limited to incidents affecting or potentially affecting the safety and/or well-being of acute care clients/patients and/or staff, and the integrity of STH and the NTHSSA.
- Recommends and implements strategic initiatives, and identifies opportunities to sustain or improve ED, ICU, and RT program and service delivery.
- Leads the development of and implements a critical care work plan for the STH that aligns with the NTHSSA's strategic direction, policies and procedures for acute care.
- 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.
- Collaborates with territorial and regional managers to develop regional procedures for Acute Care program areas.
- Establishes program priorities and goals.
- Collaborates with the COO, Director, and other territorial 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.
- Develops and implements quality plans for Emergency, ICU, and RT, with specific outcomes, measures, and regular reporting, that align with the NTHSSA strategic direction.
- Implements initiatives to measure and evaluate patient/client experience with the programs.



- Establishes measures for improvement and evaluate the results achieved. Modifies planning to improve results.
- Communicates and collaborates with regions/HSSAs to ensure the effective coordination and development of Emergency, ICU, and RT care programs between STH and regions/HSSAs.
- Ensures appropriate consultation and coordination with quality and risk management, occupational health and safety, infection prevention and control and other specialists to facilitate safe, quality care.
- Develops and implements quality processes and tools to improve quality care to clients/patients.
- Teaches and engages staff to develop and implement quality processes and to practice quality improvement on a routine basis.
- Visits all units on a frequent basis, personally observing patient/client care, and monitoring to ensure that staffs feel supported.
- Creates an environment which supports engagement, creativity and innovation in the delivery of patient care services and maximizes decisions by the care team.
- Establishes and maintains ongoing communication and collaboration with CC, Team Leader RT, unit staff, medical and divisional heads, senior administrators/assistants, patients and families, and with external community resources and agencies.
- Provides supervision, support, guidance and direction to CCs, and troubleshoot complex issues on their units. Regularly meet with CCs to ensure that they are supported in their clinical supervision of staff.

3. Leads STH Accreditation Teams in the domains of Emergency, ICU and RT care.

- 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 the integration of standards, policies and procedures for Acute Care Services and programs into day to day practice as they relate to the Accreditation Canada process.
- Ensures 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.
- Gathers data and information to track program indicators set by the NTHSSA leadership team.
- 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 healthcare service providers.

- Collaborates with the COO, Director, territorial, and regional management to standardize policies, procedures, metrics and program services.
- Functions as a role model for client, patient, family focused care, and for appropriate organizational conduct, ethical behavior, values and principles.
- Works collaboratively with Clinical Coordinator (CC), Team Leader, and staff to improve the quality of the organizational culture.
- Works collaboratively with CC, Team Leader and staff to implement client, patient and family focused care.
- Engages staff in quality improvement/work planning to support client, patient, family focused care.
- Visits all units on a frequent basis, personally observing patient/client care, and monitoring to ensure that staff feel supported.
- Creates an environment which supports staff engagement, creativity and innovation in the delivery of patient care services and maximizes decisions by the care team.
- Establishes and maintains ongoing communication and collaboration with CC, Team Leader, unit staff, medical and department heads, senior administrators/assistants, patients and families, and with external community resources and agencies.
- Monitors health indicator reports for quality improvement and inform CC and staff about results.
- Supports ongoing monitoring, coordinating and reporting of quality and utilization data within the program.

4. Provides leadership and management to Emergency, ICU and RT units to develop a culture of accountability and ensure staff are supported in meeting operational requirements.

- Maintains an effective organization structure that reflects STH's service needs and prescribes the authority and responsibilities of the staff as they relate to the accomplishment of specific objectives identified in organizational and individual work plans.
- Develops and maintains a strong team that is accountable and ensures that activities are consistent with the mission, vision, values of the NTHSSA and STH.
- Takes a proactive approach to succession planning by identifying key members of the department and providing opportunities for growth and development.
- Provides coaching and mentoring to staff.
- Ensures that staff has the resources and support they require in order to care for and support their clients/patients.
- Effectively and efficiently manages a budget, human and capital resources in order to facilitate a successful acute care program and service delivery in the STH. Variance reporting as required.



5. Represents the STH in Labour Relations to ensure working relationships with the Union of Northern Workers (UNW) and management are maintained. Represents STH and the NTHSSA to promote the working relationships with internal and external groups.

- Provides effective and timely feedback.
- Completes E-Performance including establishing annual goals, interim feedback on performance and goals and annual completion of appraisals for all direct reports.
- Addresses performance issues in a timely manner and in accordance with GNWT Labour Relations practices in collaboration with Human Resources (HR).
- Manages first level grievances in coordination with HR and UNW.
- Meets with the UNW local representatives as the need arises to discuss issues/concerns and work together to resolve same.
- Collaborates with HR to assist staff with accommodation plans and progress.
- Recruits, selects and hires direct reports in collaboration with Human Resources.

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 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.
- A healthy workplace, where employees can provide quality service under safe conditions, is the right thing to do and makes good business sense.

WORKING CONDITIONS

Physical Demands

No unusual demands.



Environmental Conditions

Incumbent works in an office environment within a hospital, with some risk of exposure to infectious disease.

Sensory Demands

No unusual demands.

Mental Demands

The incumbent must deal with staff turnover and staff shortages which may result in lack of control over staffing issues and fluctuating levels of competence.

As a member of the Management Team, the Manager is expected to take “call”, on a rotational basis, during evenings and weekends and must be prepared to quickly resolve issues as they arise.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of professional and legal components of nursing practice, and/or RT practice, knowledge of the nursing process and standards of Nursing Practice, and/or RT practice and knowledge of biological, physical and behavioral sciences are required in order to provide competent care to psychiatric patients and their families, recognize, interpret findings, and make rapid decisions about priority of care.
- Knowledge and ability to use computers, operate word processing applications, send and receive electronic mail, and conduct research over the internet.
- Ability to apply sensitivity to the geographical/cultural needs of the regions and understand how community and culture impact on the delivery of healthcare.
- Skilled in communications in order to build positive relationships with clients, their families, and other members of the healthcare team.
- Ability to motivate and guide others to promote excellence in nursing practice.
- Ability to remain at the forefront of science and technology in the care of unit patients.
- Ability to be resourceful and innovative in obtaining resources/information on demand to promote lifelong learning in others.
- Ability to utilize research findings to guide nursing practice.
- Ability to identify education needs of staff and assist with providing the appropriate training.
- Ability to organize work with minimal supervision.
- Flexible/adaptable to change in order to perform other duties as required by the Director.
- 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 or a Respiratory Therapy (RT) Diploma with an additional Bachelor's Degree in Health Sciences, and,

Three (3) years management, supervisory, and/or clinical education experience within the past 10 years in an acute care setting, (formal certification or completion of a recognized management program is an asset) and,

Two (2) years of clinical experience in critical care within the past 10 years.

Certification with the Canadian Nursing Association (CNA) is preferred for nursing candidates.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Eligibility for registration with a professional licensing body is required.

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

Candidate must be a member in good standing with RNANT NU or a recognized Provincial or National Professional licensing body.

STH has a number of certifications that are required upon hire, depending on the area where the employee works, including but not limited to: Indigenous Cultural Awareness and Sensitivity Course, Biohazardous Waste, Biosafety & Biosecurity, Infection Prevention and Control, Workplace Hazardous Materials Information System (WHIMS) and others directly related to the incumbent's scope of practice.

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