



## **IDENTIFICATION**

<b>Department</b>	<b>Position Title</b>	
Northwest Territories Health and Social Services Authority	Manager, Specialist, Renal and Chemotherapy Services	
<b>Position Number</b>	<b>Community</b>	<b>Division/Region</b>
48-1365	Yellowknife	Outpatient Specialty and Support Services/Stanton Territorial Hospital

## **PURPOSE OF THE POSITION**

The Manager, Specialist, Renal and Chemotherapy Services (Manager) will be responsible for providing operational leadership to the Renal Care Program, including the Dialysis Unit; the Chemotherapy Unit, the Ambulatory Care Centre and the Ophthalmology Clinic. This position plays a lead role in implementing the Northwest Territories Health and Social Services Authority (NTHSSA) 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 dialysis, specialist, ophthalmology, and chemotherapy services within Stanton Territorial Hospital.

## **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 Tłı̄chǝ 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 Tłı̄chǝ 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 center for the approximately 43,000 residents of the NWT and approximately 6000 residents of the Kitikmeot Region, Nunavut (NU). STH is a central hub for renal care (hemodialysis, peritoneal dialysis, renal insufficiency clinic). There are approximately 750 patients at various stages of renal insufficiency, living in the NWT. Stanton's renal program works under a formal partnership model with the Alberta Kidney Care-North (AKC-N) and is aligned with their program standards and clinical policies. As well, STH manages all specialists and delivers all specialist services to the NWT and the Kitikmeot Region of Nunavut, including, but not limited to, the coordination and support of Internal Medicine, ENT, Urology, General Surgery, Nephrology, Obstetrics / Gynecology, Neurology, Oncology, Ophthalmology Orthopedics, Pediatrics, Pediatric Cardiology, Pediatric Orthopedics, Pediatric Neurology, Rheumatology, Anesthesiology and Gastroenterology. The Ophthalmology Clinic provides services to all communities in the NWT and NU.

The NTHSSA's Cancer Care Program works in collaboration and alignment with Cancer Care Alberta (CCA). Cancer is the 2nd lead of cause of death in the NWT. The Cancer Care program works in close collaboration with other services, such as diagnostic imaging and endoscopy, to ensure that the fulsome needs of patients receiving care are met. In addition, there is cohesive coordination between NTHSSA-Territorial Operations-Cancer Care and STH Chemotherapy Services. The need for cancer care services is anticipated to expand over the coming years as the population ages, with commensurate increased rates of chronic disease.

Located at STH, the Manager, reports directly to the Director, Outpatient Specialty and Support Services (Director) and is responsible for the overall daily management of the Renal Care program, including the Renal Insufficiency Program and Dialysis Unit, the Chemotherapy Unit, visiting oncology services and the overall daily management of the Specialist Clinics Services for STH.

These areas hold an annual operating budget of approximately \$8.4 million. The Manager 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 health care to clients from the NWT and the Kitikmeot Region of Nunavut. The incumbent is responsible to oversee the client/patient experience and to ensure all services are delivered based on a patient and family centered care model. 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 all the staff in the applicable program areas.

The Manager works closely with the Area Medical Director, the Director, and with NTHSSA Territorial Managers and the NTHSSA Territorial Cancer Care Team, to: ensure that client/patient needs are being supported and addressed within their catchment area; to



identify and address program challenges and opportunities for improvement; establish program objectives for the services; and to report on and contribute to the evaluation of the effectiveness and efficiency of the program delivery. They will also contribute to the development of the program area across the territory through their participation on cross-territory initiatives and projects.

The incumbent collaborates closely with dyadic practitioner leaders, other territorial leaders, regional nursing leaders and managers to ensure the safe and effective delivery of Specialist, Renal and Chemotherapy services for all patients. The incumbent will participate as a member of territorial quality teams in the areas under which they have direct leadership and authority, and they will also co-lead Stanton Quality Teams in a dyadic leadership model with physician leaders. The incumbent will ensure the programs meet required operational practices (ROPs) in order to adhere to Accreditation requirements.

## **RESPONSIBILITIES**

### **1. Leads, implements, and manages the delivery of quality-based Services to facilitate the best outcomes for patients/clients.**

- Provides leadership and direction to regional staff and programs to ensure that all patients served by STH receive equitable, efficient, appropriate, accessible, timely, and safe service delivery.
- Collaborates with the COO, Area Medical Director, Director, and Territorial Manager and Regional Managers to identify current and future delivery requirements in Services through consistent territory-wide program development.
- Reports to the Director and 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 well-being of acute care clients/patients and/or staff, and the integrity of STH and the NTHSSA.
- In collaboration with the COO, Area Medical Director, Director, and regional and territorial managers recommends strategic initiatives, and identifies opportunities to sustain or improve program and service delivery, for review and consideration by the NTHSSA.
- Leads the development of and implements a work plan for Specialist, Renal and Chemotherapy programs for the STH that aligns 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.
- Develops program policies, procedures and SOPs that align with territorial standards/policies, and guide staff in the safe and effective implementation of Services; educate staff, and monitor staff adherence to Stanton procedures.



- Establishes program priorities and goals and communicates them to the COO, Director and Territorial and Regional Managers.
  - Collaborates with the COO, Director, Quality and Best Practices staff, and Territorial/Regional Managers within related disciplines in the NTHSSA, the TCSA, and the HRHSSA, to ensure a quality 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.
  - Develops and implements quality plans for all program areas with specific outcomes, measures, and regular reporting, that align with the NTHSSA strategic direction and improve patient experience
  - 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.
  - 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.
  - Create an environment which supports engagement, creativity and innovation in the delivery of patient care services and maximize decisions by the care team.
  - Establishes and maintains ongoing communication and collaboration with Clinical Coordinators (CCs), clinic staff, unit staff, medical and department heads, senior administrators/assistants, patients and families, and with external community resources and agencies.
  - Provides supervision, support, guidance and direction to CCs, and troubleshoots complex issues within all program areas. Regularly meet with CCs to ensure that they are supported in their clinical supervision of staff.
  - Supports ongoing collaboration with Biomedical Engineering to ensure preventative, daily and emergency maintenance of Program equipment.
  - Provides supervision and support to ensure Dialysis water treatment standards are met and followed in collaboration with the Maintenance department at Stanton.
- 2. Leads STH Accreditation Teams in the domains of Ambulatory Care and Cancer 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 Specialist, Renal and Chemotherapy Services and programs into day to day practice as they relate to the Accreditation Canada process.



- Works collaboratively with the Regional/Territorial Quality and Client Experience Team to ensure team members receive an orientation and education on Accreditation Canada's Programs 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.
- Reports work plan progress to the COO, Director, Regional/Territorial Quality and Client Experience Team, and Territorial Managers.
- In collaboration with the Director and COO, 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 health care service providers.
- Collaborates with the COO, Area Medical Director, Director, , territorial/regional management to standardize policies, procedures, metrics and program services.
- Works collaboratively with all staff to improve the quality of the organizational culture, and to implement client, patient and family focused care.
- Creates an environment that supports staff engagement, creativity and innovation in the delivery of patient care services and maximizes decision making by the care team.
- Establishes and maintains ongoing communication and collaboration with direct reports, CCs, clinic staff, unit staff, medical and department heads, senior administrators/assistants, patients and families, and with external community resources and agencies.
- Supports ongoing monitoring, coordinating and reporting of quality and utilization data within the program.

**3. Provides excellent leadership and management to the Specialist Clinics, Renal and Chemotherapy departments to develop a culture of accountability and ensure staff members are supported in meeting operational requirements.**

- Maintains an effective organization structure that reflects NTHSSA and STH 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 Stanton.
- 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.
- 4. Provides excellent leadership and management of human resources consistent with GNWT Human Resources policies, procedures and best practice and the Collective Agreement to support and enabling staff to work collaboratively as a team and provide excellent care and service.**
- Provides effective and timely feedback to staff.
  - 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.
- 5. 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, hazardous equipment and/or situations.

### **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, knowledge of the nursing process and standards of Nursing Practice, and knowledge of biological, physical and behavioral sciences are required in order to provide competent care Obstetrical, and Pediatric patients and their families, recognize, interpret findings, and make rapid decisions about priority of care.
- Ability to apply sensitivity to the geographical/cultural needs of the regions and understand how community and culture impact on the delivery of health care.
- Knowledge and ability to use computers, operate word processing applications, send and receive electronic mail, and conduct research over the internet.
- Skilled in communications to build positive relationships with clients, their families, and other members of the health care 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.
- Knowledge of electronic health records and transcription systems.
- Ability to identify education needs of staff and assist with providing the appropriate training.



- Ability to organize work with minimal supervision.
- Flexible/adaptable in order to perform other duties as required.
- Analytical skills.
- Facilitation and presentation skills.
- 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 of Nursing or an RN designation, and five (5) years of management, supervisory, and/or clinical education experience in an acute care setting within the past 10 years.

A Master's Degree in Health care Administration or Nursing would be an asset.

Equivalent combinations of education and experience will be considered.

**ADDITIONAL REQUIREMENTS**

- Registration under RNANT/NU prior to commencement of employment.
- Proof of immunization in keeping with current public health practices is required.
- Leadership and /or Management Certification is desirable.

STH has a number of certifications that are required upon hire, depending on the area where the employee works, including but not limited to: Aboriginal Cultural Awareness, 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