



## **IDENTIFICATION**

<b>Department</b>	<b>Position Title</b>	
Northwest Territorial Health and Social Services Authority	Manager, Staff Development and Scheduling	
<b>Position Number</b>	<b>Community</b>	<b>Division/Region</b>
48-1371	Yellowknife	Outpatient Specialty and Support Services / Stanton Territorial Hospital

## **PURPOSE OF THE POSITION**

The Manager, Staff Development and Scheduling (Manager) is responsible for the strategic development and implementation of the Float Pool, Staff Scheduling and Staff Development programs. This role directly manages and coordinates the Float Pool (Nursing) and leads Stanton Territorial Hospital's (STH) scheduling of nursing staff in a manner that ensures appropriate quality and safety for patients and the most efficient use of staff in care delivery. The incumbent will manage the Staff Development of all mandatory clinical education for healthcare professionals.

## **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 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.



Located in Yellowknife in the STH the Manager reports directly to the Director, Outpatient Specialty and Support Services, and is responsible for the overall daily management of, the Float Nursing Pool, Staff Scheduling programs and Staff Development. This position provides operational and clinical 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 patients/clients from the NWT and the Kitikmeot Region of Nunavut (NU). The Manager is responsible for facilitating the scheduling of a complex and multi-faceted work force and will manage a budget of approximately \$3.5-4M. 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 and ultimately, improvement in patient care.

STH is located in Yellowknife, and is the referral center for approximately 43,000 NWT residents and 5,900 residents from the Kitikmeot Region, NU. STH provides healthcare services to adults and children on an inpatient/outpatient and outreach basis in order to restore health with dignity.

## **RESPONSIBILITIES**

### **1. Leads, implements, and manages the delivery of quality-based staff scheduling services and float pool to facilitate the best outcomes for patients/clients.**

- Provides leadership and direction to scheduling staff and programs to ensure that all acute care clients/patients served by STH receive equitable, efficient, appropriate, accessible, timely, and safe acute care.
- Leads the development of STH staff scheduling quality plans, and the establishment of outcomes, measures and monitoring processes for this area.
- Recommends and implements strategic initiatives and identifies opportunities to sustain or improve staff scheduling service delivery.
- Leads the development of, and implements a work plan for staff scheduling 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.
- Establishes program priorities and goals.
- Collaborates with regional and territorial managers for standardization, consistency and best practices implementation.
- Ensures the effective and efficient scheduling of all nursing staff across the hospital
- Recruits to, develops and expands the float pool to address the ongoing staffing needs of nursing units within the hospital, and supports and develops the skills and capacity of float nurses to meet the broad range of requirements in the various nursing units,



including critical care (Emergency, Intensive Care, Respiratory Therapy), specialty care (Operating Room, Obstetrics, Pediatrics) and general nursing (Medicine, Surgical unit, Psychiatry, Extended Care etc.)

- Provides administrative supervision and facilitates clinical support and supervision to float pool nurses in order to ensure that they enhance their clinical skills to respond to the complex needs of patients.
- Gathers feedback from nursing managers, clinical coordinators, and patients concerning the float pool program, float nurses, and continuously improves the float pool program.
- Establishes collaborative partnerships with Aurora College and other institutions for the development and education of nursing students.
- Establishes the strategic development for staff scheduling, and leads the implementation of staff scheduling within the organization.
- Consults with all Managers/Supervisors across the organization on the unique staffing needs of their units.
- Researches/Assesses staff scheduling options and the implementation of tools and strategies for improving the scheduling of staff and supporting effective coverage across all departments/units, on a 24 hour basis, 365 days of the year.
- Researches/assesses appropriate staff to patient ratios for all departments/programs, and assists with the development of staffing strategies, and forced growth/new initiatives on behalf of STH Territorial Hospital and the NTHSSA.
- Liaises with Human Resources and other stakeholders to ensure appropriate consultation and engagement, and that scheduling solutions are implemented in accordance with appropriate policies and the UNW Agreement.
- Establishes and supports the development of sustainable and flexible relief, float, and locum pools to support scheduling capacity.
- Develops objectives for planning staffing needs, and scheduling, designs key performance indicators (KPIs), and measures consistently for improvement, working with management to adjust strategies as required.
- Manages the ongoing scheduling needs and shift management requirements across all of the inpatient nursing units of the organization.
- Works with, Managers, Supervisors and Clinical Coordinators to ensure that new employees and students are appropriately oriented to the job requirements associated with their roles.

## **2. Leads, implements and manages the delivery of quality educational programs**

- Manages mandatory clinical education for healthcare professionals.
- Coordinates educational programming for all staff.
- Performs clinical education needs assessments.
- Develops and plans education programs.



**3. Leads STH Accreditation Teams in the domains of, the Float Pool, Staff Development and Staff Scheduling.**

- 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.
- Works collaboratively with the Regional/Territorial Quality and Client Experience Team to ensure 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.
- Reports work plan progress to the Chief Operating Officer (COO), Director, Patient Care Services, Regional/Territorial Quality and Client Experience Team, and Territorial Manager, Acute Care Services.
- Gathers data and information to track program indicators set by the NTHSSA leadership team.
- 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.

**4. Provides leadership and management to Staff Development and Float Pool to develop a culture of accountability and ensures staff are supported in meeting operational requirements.**

- Maintains an 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.
- 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 HR.

**6. Workplace Health and Safety: Employees of NTHSSA 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.

**WORKING CONDITIONS**

**Physical Demands**

No unusual demands.

**Environmental Conditions**

No unusual demands.

**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.



The incumbent interacts with management team and staff in various units who may have divergent perspectives and demands.

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
- 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.
- Knowledge and ability to network resources within and outside NTHSSA - STH Territorial Hospital.
- Skilled in applying applicable knowledge of the scheduling process for nurses.
- Skilled in coordinating a large amount of staff within NTHSSA - STH Territorial Hospital and other locations.
- Ability to work with staff as both a team leader and team member to maintain a creative and supportive work environment where people are willing and supported to work together.
- Leadership and management skills in a unionized environment.
- Ability to be resourceful and innovative in obtaining resources/information on demand to promote lifelong learning in others.
- Ability to identify education needs of staff and assist with providing the appropriate training.
- 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 Degree in Nursing with three (3) years of recent (within the past 5 years) management and/or supervisory experience in an acute care setting,

Equivalent combinations of education and experience will be considered.





### **ADDITIONAL REQUIREMENTS**

Leadership and /or Management Certification is desirable.

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

Candidate must be in good standing with RNANT/NU.

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