



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Territorial Specialist, Cancer Care	
Position Number	Community	Division/Region
48-13947	Yellowknife	Territorial Operations/ Clinical Integration/ Health Services/ Cancer Care

## PURPOSE OF THE POSITION

The Territorial Specialist, Cancer Care (the Specialist) is accountable to research and to implement territorial quality cancer care programs and standards as they relate to the provision of cancer navigation, oncology clinic services, and cancer care services including systemic cancer therapy. Supporting all age groups ranging from neonate to geriatrics from suspicion of a cancer diagnosis through to survivorship and palliation as they navigate the health care system. This position is responsible for managing strategic planning with the development, implementation, evaluation and monitoring of the territorial cancer care services, including cancer navigation, oncology clinics, and systemic cancer therapy. The Specialist will collaborate with Territorial, Regional, Provincial, and other cancer stakeholders in accordance with the Northwest Territories Health and Social Services Authority (NTHSSA) and The College and Association of Nurses of the Northwest Territories and Nunavut (CANNN).

## 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 Tłı̄ch̄o regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-indigenous. 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 Tłı̄ch̄o 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 NWT. 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 was



established to move toward one integrated delivery system as part of the government's transformation strategy.

Located in Yellowknife the Specialist will report directly to the Territorial Manager, Cancer Care. The Specialist is responsible for ensuring the provision of safe, quality cancer care to clients and families experiencing cancer and accessing the Cancer Navigation or Oncology Clinic programs and reports on quality outcomes for these program areas. As a member of the Cancer Care Team, the Specialist will work to develop, implement, administer, coordinate and monitor the necessary functions of territorial cancer navigation and oncology clinic programs. This position provides direct supervision and has direct reports.

The Specialist will provide leadership, training, planning and support to the Stanton Territorial Hospital Chemotherapy Unit related to and with them active care policies, procedures and standards. The Specialist will be called upon to address a variety of issues on a daily basis. These can range from addressing client's complaints, providing briefing notes to the Director Health Services, providing advice and direction to other Territorial Leads, Territorial Specialists, Managers, and representing the NTHSSA in meetings, or conferences.

The Specialist may be asked to supervise students and interns based on the needs, demands and funding of this project/program. This position will be required to provide cross coverage for other Territorial Specialists within the cancer care team and acting coverage for the Territorial Manager.

The Specialist will be required to apply project management methodology, including but not limited to: project planning, risk management and contingency planning, communication, monitoring and project and program evaluation techniques to ensure that project implementation is done efficiently and effectively, and the outcomes meet all project requirements. This Specialist will be supporting changes to unique territorial services and initiatives that are often unique nationally. Any changes, plans or analysis will require a high degree of system understanding with often limited to no known information, precedence or theory to guide decision making.

Decisions made regarding the programs may directly affect a client's well-being and health. The Specialist must deal with a vast variety of emotional behaviours from clients in an appropriate and professional manner. The Specialist must be able to remain calm throughout the spectrum of emotions that clients go through without becoming emotionally involved. The Specialist acts as a resource person, clients may be fearful of the pending tests and outcomes.

The Specialist will be required to handle several complex issues concurrently while maintaining attention to detail. The Specialist is expected to remain calm, controlled and professional, regardless of the situation, and demonstrate compassionate care that is free of racism and discrimination, to clients, families, community members, and other members of the health care team.



The legacies of colonization and residential schools have impacted Indigenous health outcomes and the way health and social services are delivered and accessed. The incumbent is required to honour and promote a culturally safe environment at all times. Practicing from a trauma informed care perspective is expected and the position requires that interaction with clients and families is tactful, respectful and humble.

The Specialist is required to be motivated and innovative in the area of continuing education and practice, such as engaging in self-reflection, and to encourage the professional growth of self and others.

The Territorial Specialist, Cancer Care will be required to work part or all of a 7.5-hour shift.

## **RESPONSIBILITIES**

### **1. Ensures the provision of safe, quality care to clients and families of the cancer navigation and oncology clinic programs, and other cancer care services/programs and provides reporting on quality outcomes to the NTHSSA management.**

- Provides subject matter expertise, guidance and direction as required to the Cancer Care team and health practitioners.
- Demonstrates client and family-centred care and quality principles in provision of services.
- Acts as the liaison with the Canadian Partnership Against Cancer (CPAC)/cross jurisdictional partners (e.g. Cancer Care Alberta).
- Works with the Territorial Manager, Cancer Care, to secure grant monies, responsible for budgeting and reporting.
- Adapts and/or develops evaluation tools to evaluate programs.
- Promotes the cancer navigation and oncology clinic programs and works to ensure both providers and the public are knowledgeable about the programs and the access to these programs.
- Submits program indicator data on a quarterly basis to the Territorial Manager, Cancer Care.
- Submits NWT data to the CPAC as per their criteria and established timelines.
- Analyzes data in order to complete regular reports and presentations which may include recommendations for improvement and communicates this information to stakeholders in a timely manner.

### **2. Support territorial systemic cancer treatment at Stanton Territorial Hospital chemotherapy unit with authority to determine areas in which to improve client care/service outcomes, quality, or efficiencies.**

- Establishes tools and processes for communicating and collaborating with staff.
- Develops and provides policy and procedure updates as they pertain to systemic cancer treatments on a regular basis at a minimum every two years.
- Supports, coaches, and mentor's others to succeed with changes occurring.



- Provides expertise, mentorship and guidance to staff and managers.
- Assists with the development of a system for continuous quality improvement activities.
- Evaluates cancer care client care/service excellent for a structure, process and outcomes framework.
- Provides subject matter expertise on cancer care accreditation processes and standards.
- Leads and participates in a variety of planning and decision-making meetings and activities, ensuring that all processes, procedures and decision align with the Accreditation Canada standards.
- Utilizes subject matter expertise to develop and implement service and program area initiatives and indicators enabling compliance with Accreditation Canada standards.

**3. Establishes procedures and processes, in consultation with the NTHSSA management, in order to support quality improvement and efficiency in the implementation and delivery of cancer navigation and oncology clinic programming in the NWT.**

- Develops a collaborative working relationship with the Chemotherapy unit at Stanton Territorial Hospital (STH) and Cancer Care Alberta, Cross Cancer Institute, in order to maintain effective partnerships.
- Develops and provides policy and procedure updates as they pertain to navigation and survivorship as required in accordance with best practices on a regular basis at a minimum every two years.
- Acts as a resource and subject expert for clients and health care providers.
- Works directly with Cancer Care Alberta and the Chemotherapy Unit to ensure alignment with Alberta's Cancer Care delivery and supports as required with the annual audit and training delivered by Cancer Care Alberta.
- Maintains an acute awareness and knowledge base specific to cancer-related health issues, project/program planning.
- Engages stakeholders to understand the needs of the various communities of the NWT to collaborate on program delivery.
- Researches the needs of the various communities in the NWT in order to deliver cancer navigation and survivorship programming to all communities.
- Develops a yearly work plan, which is reviewed by the NTHSSA management, to outline goals for the programs and to provide the basis for measurable outcomes.
- Provides quarterly and annual reporting on program quality data and outcomes.
- Identifies issues related to medical information, security, and databases.
- Research current literature and practices to choose relevant evaluation tools for the programs such as patient satisfaction, improved service access, increase in education, increased participation and decreased mortality, professional satisfaction and cost savings.
- Participates in education in-services.
- Acquires current client data to maintain the programs used for client recall and statistical information as required by the Department of Health and Social Services and the Canadian Partnership Against Cancer. Obtains current cancer care client data to send voluntary annual patient satisfaction surveys.



**4. Assists the Territorial Manager, Cancer Care and/or Senior Management/ and members of the cancer team as requested.**

- May be requested to act in the role as the Territorial Manager; this would include assuming responsibility for the TM's direct reports and may include others.
- May be requested to provide cross coverage for the other Territorial Specialist positions within the Cancer Care team and fulfill the requirements of these positions.
- Champions inter-professional collaboration among nursing, medical, and allied health professionals to achieve optimal client care/service outcomes and effective integration of care.
- Works with Territorial Manager to prepare briefing materials, advice on contentious issues, special client needs, program revisions and expectations.
- Advises the Director of Health Services and the Territorial Manager of significant developments in health services that could have implications for operations, including making recommendations for corrective actions.
- Role models inter-professional relations for quality care and management practices.
- Provides orientation for new staff.
- Provides follow-up on client concerns, provides timelines and information feedback to the Territorial Manager and/or Senior Management to be able to handle the client concern.
- Acquires more information on a particular incident and reports the findings to the Territorial Manager and/or Senior Management.
- Participates in and represents the NTHSSA on regional, territorial and national committees, as requested.
- Provides client and family-centred case management and clinical support.
- Identifies physical, emotional, psychosocial, sexual and spiritual needs of individuals and provides supportive care interventions and referrals in a collaborative interdisciplinary approach to care.
- Applies knowledge and critical thinking skills to prioritize care.
- Identifies clients requiring urgent care/follow-up and arranges transfer of care to the appropriate higher level provider (i.e. specialist referrals, directing them to health centre/emergency department).
- Consults and seeks feedback and guidance where necessary from the appropriate higher-level provider on medically challenging or complex clients.
- Maintains client and administrative records following professional and legal guidelines in a confidential, concise and accurate manner.

**5. Provides human resource and financial management leadership for the Cancer Navigation and Oncology Clinic programs.**

- Leads the Cancer Navigation and Oncology Clinic team in-line with current GNWT human resource practices and policies.
- Promotes and supports collaborative and equitable labour relations practices; applies knowledge of the GNWT Human Resource Policies and Guidelines and the bargaining



unit, Union of Northern Workers (UNW) Contract.

- Conducts regular meetings with direct reports and follows performance management practice of the GNWT.
- Participates in the screening and selection of staff reporting directly to the Specialist in conjunction with the Human Resources staff.
- Writes and reviews job descriptions to reflect work responsibilities of staff.
- Ensures ongoing analysis of financial data to include monitoring program expenditures and providing variance explanations.
- Develops, delivers and/or facilitates the delivery of staff and program orientation, in-service training, certification, and re-certification programs.

**6. Provides client and family-centred case management and clinical support using a problem-solving approach in accordance with the standards, guidelines and scope of expanded nursing practice to facilitate care of patients.**

- Ensures the delivery of the oncology clinics in coordination with the NT designated Cancer Care Alberta Oncologists.
- Connects with the visiting Oncologists to establish virtual and in-person oncology clinic dates at established intervals.
- Liaises with the Office of Medical Affairs and Credentialing (OMAC) to ensure visiting Oncologists have the appropriate licensure and access to electronic programs (e.g. HealthNet viewer, electronic medical record [EMR], picture archive and communication system [PACS], etc.).
- Supports direct reports in the delivery of the oncology clinics.
- Supports direct reports in the delivery of cancer navigation.
- Assesses, plans, implements, documents and evaluates care to ensure a coordinated holistic approach which best meets the needs of the individual.
- Identifies physical, emotional, psychosocial, sexual and spiritual needs of individuals and provides supportive care interventions and referrals in a collaborative interdisciplinary approach to care.
- Supports and educates direct reports on the use of screening tools including symptom reporting forms to assist clients to identify, measure and manage their symptoms.
- Collaborates with the Cancer Navigation team and health care providers to ensure delivery, education and ongoing support of the Cancer Care Plans.
- Utilizes the electronic medical record (EMR) for patient documentation and monitor patients and case load.
- Applies nursing knowledge and critical thinking skills to prioritize care.
- Supports direct reports to identify clients requiring urgent care and follow-up and arranges transfer of care to the appropriate higher-level provider.
- Consults and seeks feedback and guidance where necessary from the appropriate higher-level provider on medically challenging or complex clients.
- Maintains client and administrative records following professional and legal guidelines in a confidential, concise and accurate manner.



- Liaises with the Regional Health Authorities to book services and obtain follow-up as required.
- Assists in organizing and coordinating additional appointments, services, and referrals as required.
- When providing cross coverage for territorial specialists, creates requisitions in the EMR for appropriate cancer screening tests in accordance with the NWT Clinical Practice Guidelines within scope and role.
- When providing cross coverage for territorial specialists obtains, reviews and enters relevant information regarding preventative cancer screening results/pathology into the programs database and into the clients' EMR.
- When providing cross coverage for territorial specialists, ensures cancer screening results and follow-up letters are arranged for organized screening programs.

**7. Facilitates, implements and modifies client and family education/teaching based on the needs of the client in conjunction with other members of the Cancer Care team.**

- Uses a holistic approach honouring Indigenous knowledge, wisdom and diversity, to promote client-centred learning to individuals and their families to promote wellness and decrease suffering.
- Assesses the individual for physical and psychological needs, their knowledge of their health, disease process and learning needs.
- Provides educational resources on cancer research methodologies, treatments and procedures.
- Provides educational resources on the required preparations for treatments and procedures.
- Provides educational resources and support for symptoms and symptom management (e.g. distress screening tools).
- Provides an avenue for answering client questions.
- Works with direct reports and other members of the cancer care team to provide education sessions to the health care community and public at large on programs.
- Develops, revises and evaluates, on an ongoing basis, educational resources necessary to support clients.
- Coordinates cancer education for health care providers in the NWT.

**8. Manages the development and evolution of project/program implementation plans for cancer navigation, oncology clinics and survivorship programs.**

- Develops implementation plans for review and approval by project sponsors and project steering committees.
- In collaboration with other Territorial and Regional staff, identifies and assesses risks and potential impacts (i.e. organization design and policy creation), and provides contingency plans to address variable situations as they arise.
- On an on-going basis, identifies risks that may result in an unsuccessful implementation, and develops risk mitigation strategies.



- Ensures that all work and activities stay focused and on track and that the project is fully implemented within the required time frames.
- Develops implementation strategies and schedules in consultation with the Territorial Manager and Director of Health Services.
- Oversee the work progress and is responsible for and manages the work schedule.
- Research best practices and benchmarks projects using those practices.
- Identifies and documents position and duties impacted by implementation.
- Contributes to the development of a communication strategy and ensures it is successfully implemented.

**9. Advocates for practice environments that have the organization and resource allocations necessary for safe, competent and ethical nursing care.**

- Provides coaching and leadership to direct reports, peers, students, and other members of the health care team to develop skill levels necessary to promote wellness, decrease suffering and prevent injury.
- Collaborates with nurses, peers, and other members of the health and social services care team to advocate for health care environments that are conducive to ethical practice, cultural safety, and to the health and well-being and experiences of patients and staff.
- Advocates for the dignity and respect of patients.
- Promotes the autonomy and rights of patients and helps them to express their health and health care needs and values to obtain appropriate information and services.
- Safeguards the trust of clients that information learned in the context of a professional relationship is shared outside the health care team only with the individual's permission or as legally required.
- Reports to territorial manager any breach in standards of care.
- Advocates for the client/family at the service-delivery level and at the policy-making level to foster the client/family decision-making, independence and growth and development.

**10. Champions, facilitates, supports and promotes a culture of teamwork.**

- Contributes to a positive, strengths-based team environment; receives and shares information, opinions, concerns, feedback and supports team colleagues.
- Works collaboratively to build rapport and create supportive relationships with team members both within the cancer care team and across the organization.
- Develops a supportive rapport with individuals and their families to facilitate collaborative relationships.
- Makes frequent decisions about the most appropriate, effective and efficient mode of communication among interdisciplinary team members in accordance with identified policies and procedures.



- Coordinates and participates in formal and informal case conferences to share appropriate information concerning individual concerns or progress and to utilize the team's skills and resources in the most efficient and effective manner.
- Collaborates proactively with all team members utilizing a patient and family-centred approach to facilitate and maximize healthcare outcomes.
- Communicates effectively with members of the health care team to provide continuity of care and promote collaborative efforts directed toward quality patient care.
- Acts as a resource person for healthcare providers across the territory and outside the NWT.

**11. Workplace Health and Safety (WHS): Employees of the Authority are committed to creating and maintaining a safe and respectful workplace for employees and 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) need to ensure our WHS Committee works effectively, with a shared purpose of continuous quality improvement in health and safety.
- All supervisors place an active role in WHS through their daily management: identifying prevention opportunities, ensuring staff are trained in Risk Monitor Pro, 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**

Incumbent experiences uncontrolled workflow, overlapping demands and numerous interruptions that could cause disruption in carrying out duties in a timely manner

**KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of program management.



- Knowledge of and an ability to apply and assess the nursing process (assessment, planning, implementation, and evaluation) and current nursing practice to ensure that the clients' diverse physical, emotional, psychosocial, cultural, spiritual, and educational needs are met.
- Knowledge of biological, physical, and behavioural sciences in order to recognize, interpret and prioritize findings and determine and implement a plan of action based on accepted standards of practice.
- Knowledge of and an ability to network with resources within and outside the NTHSSA (i.e. laboratory services and diagnostic imaging services) in order to ensure support of clients and their families.
- Knowledge regarding the importance of confidentiality and ability to keep personal and medical information private and confidential at all times.
- Knowledge of report writing and the ability to coordinate a wide variety of activities and objectives including ensuring documents are submitted to stakeholders.
- Knowledge and ability to design and facilitate a change process, skilled in group dynamics and conflict resolution.
- Knowledge of the CNA Code of Code of Conduct and CANNN Standards.
- Skilled in project management in order to assist with the development and evaluation of cancer programs to ensure effective service delivery.
- Skilled in leading and managing change.
- Ability to develop and maintain positive working relationships with individuals, agencies, elected community leaders, and employees in order to communicate program information, including the ability to obtain and respond to feedback from these individuals.
- Ability to apply expertise in health care to new and evolving situations.
- Ability to problem solve and make sound decisions.
- Ability to apply creative and innovative approaches to policies and health to meet territorial needs.
- Ability to educate clients and their families on appropriate self-care methods and techniques.
- Ability to understand and recognize the cultural, social and political realities in the NWT.
- Ability to recognize the impacts of colonization and residential schools on Indigenous health outcomes and the way health and social services are delivered.
- Ability to facilitate creative problem solving using a situational approach incorporating conceptual, analytical, interpretive, evaluative, intuitive, and constructive thinking skills.
- Ability to work in an electronic environment, including but not limited to Microsoft Office suite, EMR, and other computer systems as needed.
- Ability to be a team leader and/or team member.
- Ability to function independently and to work effectively with others.
- Ability to engage in self-reflection to learn about personal biases and assumptions.
- 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 in Nursing plus ten (10) years of recent nursing experience, with five (5) years of relevant experience in a clinical health care setting. Experience in the provision of cancer care services would be an asset.

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