



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Territorial Manager, Acute Care	
Position Number	Community	Division/Region
48-14492	Yellowknife	Health Services/HQ

## PURPOSE OF THE POSITION

Under the direction of the Director, Health Services, the Territorial Manager, Acute Care is responsible for leading the development, and implementation of consistent delivery strategies, standards and protocols for Acute Care and Pharmacy programs and services to NWT residents. This role leads a collaborative process to establish consistent practices for Acute Care and Pharmacy that will ensure a common standard of quality care for patients and clients across the NWT. The overarching function of this position is to ensure that Acute Care and Pharmacy services are delivered consistently, in alignment with the Department of Health and Social Services (DHSS) policy and legislation, and the Northwest Territories Health and Social Services Authority (NTHSSA) strategy and policies.

Working in collaboration with other system leaders and stakeholders, this position will develop and lead the implementation of NTHSSA Acute Care and Pharmacy program initiatives, drawing on input from internal and external stakeholders to develop specific strategies and innovative approaches that will achieve Territorial objectives for Acute Care and Pharmacy services. The incumbent is responsible for providing territorial leadership and guidance to all NTHSSA Regions, and for liaising with the Tłı̨chǫ Community Services Agency (TCSA) and the Hay River Health and Social Services Authority (HRHSSA), in the delivery and review of Acute Care and Pharmacy programs.

This position requires direct work with Regional Managers and Regional COOs to provide strategic guidance in the consistent delivery of quality Acute Care and Pharmacy services. The decisions and recommendations made by the incumbent will take into account unique needs in given regions, but with the goal of having the optimal territory-wide impact, including the effectiveness and efficiency of human resources, and program and service delivery. This requires consultation and research to ensure that decisions are made in accordance with



NTHSSA strategic direction, clinical best practices, effective use of funding, and the real needs of NWT residents.

## **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 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.

Under the direction of the Minister of Health and Social Services, the NTHSSA is established to move toward one integrated delivery system as part of the government's transformation strategy.

This position carries out its responsibilities in accordance with the GNWT acts, regulations, policies, and departmental procedures that include the Health Information Act, the Public Service Act, Public Service Regulations, Human Resource Manual, Staffing Appeals Regulations and various other government policies.

This position is specifically responsible for strategic planning and monitoring for the following programs under this portfolio:

1. Acute Care Services
  - a. In-Patient (Medicine, Surgery, Pediatrics)
  - b. Obstetrical
  - c. Peri-Operative
  - d. Critical Care (Emergency and Intensive Care)
2. Pharmacy Services
  - a. Medication Management
3. Ambulatory Care



- a. Renal Dialysis Program
- b. IV Therapy Program

The integrated service delivery model requires that these services are delivered in the context of a wider range of health and social services, therefore this scope of focus also touches the edges of the full spectrum of health and social services to ensure appropriate alignment.

Pharmacy Services are delivered by HRHSSA, Inuvik Regional Hospital, and Stanton Territorial Hospital. Fort Smith Health Centre will be supported with pharmacy procurement, support, and year-end inventory.

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.

## **RESPONSIBILITIES**

**1. Leads strategic planning for delivery of Acute Care and Pharmacy services to enhance the health and wellness of the people of the NWT through improvements in quality and consistency.**

- Assesses priority needs and target outcomes, based on direction from Director Health Services, and collaboration with DHSS, NTHSSA Regional Managers and leaders in TCSA and HRHSSA.
- Identifies current and future program delivery requirements in Acute Care and Pharmacy services, following an interdisciplinary service delivery model and in collaboration with the DHSS and regional stakeholders.
- Develops an annual operational plan that outlines specific strategies and initiatives for Acute Care and Pharmacy Services which will collectively contribute to the execution of strategic objectives determined by the NTHSSA.
- Recommends the most effective methods of resources allocation to support efficient and effective service delivery of Acute Care and Pharmacy Services.
- Participate and contribute directly to the NTHSSA planning and decisions to support collaborative and multi-disciplinary decision making and implementation to achieve NTHSSA goals and objectives.
- Prepares detailed proposals for the Director, Health Services to support required service and program resources allocation.
- Collaborates with the Director, Health Services to prepare briefing materials, advice on contentious issues, special client needs, program revisions, and expansions.



- Advise the Director, Health Services of significant developments in health services that could have implication for operations, including making recommendations for corrective actions.

**2. Enables and promotes consistent execution of Acute Care and Pharmacy services strategies in the NWT, by providing innovative leadership to a multidisciplinary group of regional managers, territorial specialists and professional service providers.**

- Works collaboratively and communicates program priorities and goals with Senior Management, Area Medical Directors, Regional and Territorial Managers, and Territorial Specialists.
- Implements evaluation mechanisms to determine program delivery effectiveness in meeting goals and objectives and conducts program evaluation and analyzes data.
- Monitors and evaluates services and quality with input from clients and families.
- Gathers/uses client experience feedback to inform program and service delivery, and the establishment of policies/approaches.
- Develops action plans in response to program indicator performance.
- Provides regular reporting to the Director, Health Services on outcomes and indicators.
- Provides subject matter expertise, guidance, and direction as required.
- Remains current on Territorial and National health care trends in Acute Care, Ambulatory and Pharmacy services.
- Establishes formal processes for sharing of expertise and learning to support development and more informed delivery of Acute Care, and Pharmacy services.

**3. Establishes and maintains a core set of policies/procedures for Acute Care and Pharmacy services promoting the best possible territory-wide care.**

- Actively reviews and revises policies related to Acute Care and Pharmacy Services.
- Consults and collaborates with key stakeholders, including senior management, area medical directors, regional and territorial managers, professional bodies, government agencies, and client representatives to determine common policies, procedures and standards.
- Ensures effective communication of policies, procedures and standards to promote knowledge translation and ensure support for consistent implementation.
- Supports Territorial Committees including but not limited to Pharmacy and Therapeutics Committee, Acute Care Nursing Leadership, and Territorial Patient Flow Committee.
- Travels to regional centers to conduct audits and support services as required.



**4. Coordinates the delivery of ongoing and innovative changes to Acute Care and Pharmacy services that are required to meet Territorial needs, Accreditation Canada standards and service excellence.**

- Identifies, establishes and communicates needs, priorities, policies standards.
- Leads the development of Territorial protocols and care pathways that assist in the standardization of services.
- Manages the performance of Territorial programs to meet performance benchmarks or exceed.
- Conducts regular meetings with Regional Managers, Acute Care to plan programming and models of care delivery.
- Provides venues and opportunities for clients and families to identify opportunities for improvements in their care early in the process, contributing to improved risk management and increased safety.
- Provide and coordinate access to clinical and subject matter expertise for Acute Care, Ambulatory Care (for dialysis and IV therapy) and Pharmacy services.

**5. Supports the fulfillment of Accreditation Canada Standards in the domains of Acute Care and Pharmacy services. These standards include but are not limited to Emergency Services, In-Patient Services, Peri-Operative Services, Obstetrical Services, and Medication Management.**

- Leads accreditation working groups, in collaboration with acute care site leadership for the Emergency Services, In-Patient Services, Peri-Operative Services, Obstetrical Services and Medication Management standards.
- Implements program, and policy updates to align with the Accreditation Canada Standards of Excellence.
- Identifies, establishes and communicates standards, policies and procedures for all Acute Care Services and programs as it relates to the Accreditation Canada process.
- Leads the development of the program protocols and care pathways that assist in the standardization of Acute Care and Pharmacy services.
- Works collaboratively with the Territorial Accreditation Team to ensure team members receive an orientation and education on Accreditation Canada's Program and the Accreditation Process.
- Develops and supports the implementation of action plans to align programs and services with standards and follows recommendations from the onsite Accreditation Canada Surveys.
- Reports work plan progress to the Accreditation Leadership Forum as required.
- Promotes clients' and families' involvement in planning and service design, as well as quality and safety issues at the organizational level, including quality improvement and client safety activities.



**6. Provides human resource and financial management leadership to the Health Services – Acute Care team.**

- Leads in line with current GNWT human resource practices and policies.
- Promotes and supports collaborative and equitable labor relations practices.
- Is aware of and follows the GNWT Human Resource Policies and Guidelines and the Union of Northern Workers Contract.
- Conducts regular meetings with staff and follows performance management practice of GNWT.
- Participates in the screening and selection of staff reporting directly to the incumbent in conjunction with the Human Resources staff.
- Reviews job descriptions to reflect work responsibilities of staff.
- Develops, delivers and/or facilitates the delivery of orientation, in-service training, certification, and re-certification programs.
- Ensures ongoing analysis of financial data to include monitoring program expenditures
- Completes quarterly variances and provides variance explanations.

**7. Work Place 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, Union of Northern Workers, and Workplace Safety and Compensation Commission) 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 prove quality service under safe conditions, is the right thing to do and makes good business sense.



## **WORKING CONDITIONS**

### **Physical Demands**

Exposure to physical strain related to sitting for long periods of time at a workstation and eye strain working with a computer.

### **Environmental Conditions**

May be required to travel by aircraft to remote sites at various times of the year, including during cold winter months.

### **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. Under normal working conditions the mental stress is not excessive even though the incumbent must deal with many different people. However, the incumbent is often faced with very serious situations which can have dramatic effects on the health of an individual or a community.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Working knowledge of program management, including budget development, preparation, and control is required to ensure financial responsibilities are carried out effectively and efficiently.
- Knowledge of administrative policies and practices to territorial systems.
- Knowledge of how to design and facilitate a change process. The ability to build and work with groups and teams, planning and implementing change; skilled in group dynamics and conflict resolution.
- Knowledge and ability to use a variety of intervention and prevention methods, and determine which method is most appropriate at any given time.
- Knowledge of CNA Nursing Code of Ethics and CANN Standards.
- Working knowledge of total quality management or continuous quality improvement processes.
- Interpersonal skills including effective communication, coaching and motivation is essential in order to manage the human resources assigned to the position so human resources performance is at optimal capacity and assisting staff and stakeholders to accept change.
- Written and oral communication skills including listening, observing, identifying and reporting.



- Organizational, time management, analytical, facilitation, and presentation skills to manage multi-disciplinary responsibilities in a timely and effective manner.
- Ability to apply creative and innovative approaches to policies and health to meet territorial needs.
- 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 build solid partnerships and strategic alliances based on trust and to work with a variety of people from different backgrounds and personalities.
- Must be sensitive to the geographical and cultural needs of the people and understand how community and culture impact the delivery of health care.
- Must have working knowledge with word processing programs and spreadsheets.
- 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:**

The above knowledge and skills are most commonly acquired through a Baccalaureate in Nursing plus five (5) years of management and supervisory experience and 5 years' experience in a clinical health care setting.

Must be eligible for registration with CANN

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