



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Director, Informatics and Health Technology	
Position Number	Community	Division/Region
48-14765	Yellowknife	Corporate and Support Services/HQ

PURPOSE OF THE POSITION

The Director, Informatics and Health Technology is responsible and accountable for executive leadership of the Information Technology (IT), Information Systems (IS) and Information Management(IM) systems and services across the entire Northwest Territories Health and Social Services Authority delivery system in accordance with legislation, policies and regulations of the Department of Health and Social Services, the Government of the Northwest Territories' Office of Chief Information Officer and Accreditation Canada.

SCOPE

The Director, Informatics and Health Technology (the Director) is located in Yellowknife and reports to the Executive Director, Corporate Support Services. The Director provides executive leadership in the operations of the Northwest Territories Health and Social Services Authority's (NTHSSA's) Information Technology (IT)/Information Systems (IS) and Information Management(IM) systems and is responsible for ensuring digital integration with the NTHSSA's business strategy in the context of current and emerging digital realities, opportunities and threats.

The NTHSSA is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of the Hay River and Tłıchq regions and was established to move toward one integrated delivery system as part of the Government of the Northwest Territories' (GNWT's) transformation strategy. Health and social services include the full range of primary, secondary and tertiary health and social services.

The Tłıchq Community Services Agency (TCSA) and the Hay River Health and Social Services Agency (HRHSSA) operate under a separate board and the NTHSSA sets technology standards, procedures, guidelines and monitoring for the entire NWT. Service Agreements will be established with these boards to identify performance requirements and adherence to digital service standards, guidelines and procedures as established by the NTHSSA.



The Department of Health and Social Services (DHSS) plays an important role in oversight of NTHSSA IT, IS and IM operations, acquires major capital funding for IS, IT and IM initiatives on behalf of the NTHSSA, monitors and audits privacy compliance and is accountable for the Informatics Strategy, Data management and use strategy and a Information Technology and systems roadmap. The Director's role is to ensure operational consistency and collaboration across these three authorities to provide a quality, integrated Health and Social Services system for the NWT that is aligned with the DHSS. Proactive strategies are developed to ensure NTHSSA's business solutions support delivery of health and social services where the customer is top priority.

The Director works within a legislative framework that includes the *Health Information Act* and regulations, the *Access to Information and Privacy Act* and regulations, the *Public Service Act* and regulations, the, *Hospital Insurance and Health and Social Services Administration Act*, the *Evidence Act* and the Public Service Citizen-Centred Approach to The Provision of Services.

The NTHSSA IT/IS systems are of a magnitude, scope, and impact not found elsewhere in the GNWT. There are over 100 unique Health Informatics (HI) systems within the HSS environment accessed by over 2,000 NTHSSA staff. The heavy reliance on IS to support HSS decisions means it is essential that system components work together, data flows accurately from one area to another and there is minimal downtime. Many of these HI systems are life critical and required to be operational on a 24/7 basis across all 33 NWT communities.

The Director develops the strategic vision and planning, implementing, monitoring, and evaluating all Information Technology (IT)/Information Systems (IS) and Information Management (IM) systems of the NTHSSA. The Director is the change champion of digital initiatives for the NTHSSA and advises the Senior Leadership team on appropriate change management strategies.

The Director is responsible to negotiate and implement numerous service and support agreements with other provincial health services agencies and product manufacturers (vendors) to ensure the IT/IS/IM solutions are maintained and supported.

The Director is responsible to maintain knowledge of emerging digital trends and advancing operating/service models in healthcare.

For NTHSSA approved operational projects, the Director leads and creates suitable project management methodology. The Director will ensure alignment of all project management methodology with that defined by the DHSS Chief Information Officer (CIO) and GNWT CIO. For DHSS system strategic/priority IS projects, the Director will collaborate fully with the CIO and the DHSS assigned project management resources to ensure successful project planning and implementation.



DIMENSIONS

- Reports 4 direct, 34 indirect
- Operations & Maintenance \$12 Million

RESPONSIBILITIES

1. Uphold and consistently practice personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace. Practice and ensure that any subordinate management and supervisory roles also prioritize staff mentorship and on-the-job training, including staff development in annual general objectives.
2. Provides executive leadership in the operations, management and ongoing support for all NTHSSA Information Technology systems.
3. Provides executive leadership in the operations, management and ongoing support for all NTHSSA Information Systems.
4. Provides executive leadership in the operations, management and ongoing support for Health Technology systems.
5. Works collaboratively with colleagues in the NTHSSA, DHSS, HRHSSA, TCSA, the OCIO to build consensus amongst these agencies to ensure that IT, IS and IM services reflect the needs and interests of these departments/agencies and to identify and implement opportunities for differentiating digital capabilities and solutions.
6. Leads the process to identify and evaluate internal digital asset capabilities and strengths. Assesses external digital opportunities and threats as key inputs to making the best decisions on business strategy, given digital realities. Ensure digital assets and capabilities are developed that will support health care delivery in the long term.
7. Plans and directs the work of the Division to ensure that approved objectives and budgets are met in an effective manner consistent with the operational policies and procedures of the GNWT and the mission, goals, values and principles of the NTHSSA, while at the same time providing agile leadership in adjusting plans to meet externally driven factors.
8. Establishes conditions that support a healthy workplace, optimal performance and development of staff through performance management, human resource planning, creation of positive learning environments and planning for change.
9. Participates as a member of the Senior Leadership Team, in the development of the NTHSSA strategic planning, particularly with respect to IT, IS and IM and their ongoing operations

within the health and social services system across the NWT.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

No unusual demands.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of evolving Health Information Technology, Health Information Systems and/or Health Technologies.
- Knowledge of the Health and Social Services system in the Canadian North or equivalent environment.
- Knowledge of change management.
- Knowledge of project management theories and practices to manage large and complex projects or service areas across a matrix environment.
- Interpersonal, negotiation, collaboration and communication skills to build effective teams and develop relationships.
- Risk and issues management skills at the leadership level.
- Human relations and motivational skills to effectively manage people, process and technology changes in a dynamic and complex operating environment.
- Strategic thinking skills.
- Problem solving skills.
- Financial management skills, including operational, capital and project tracking and variance reporting.
- Ability to build capacity in others and develop relationships within the department and government to facilitate achieving goals and to increase the effectiveness of the organization.
- Ability to lead organizational and strategy development, and business planning funding requests.
- Ability to develop communication plans for internal and external stakeholders.
- Ability to work under pressure with compressed deadlines and multiple deliverables.

- 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:

An undergraduate degree in a computer science, informatics, management information systems, leadership, or business administration field and a minimum of eight (8) years of recent informatics or technology system management experience, including a minimum of three (3) years leading cross-functional teams and enterprise-wide programs.

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