



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Senior Project Manager	
Position Number	Community	Division/Region
48-14948	Yellowknife	Stanton Territorial Hospital

## PURPOSE OF THE POSITION

The Senior Project Manager is responsible and accountable for managing the strategic planning, monitoring and implementation of Northwest Territories Health and Social Services Authority projects. This large and complex project work will affect and change the structure of health and social services delivery in the NTHSSA and NWT and result in enhanced efficiencies for the NWT Health and Social Services (HSS) system.

## SCOPE

Located in Yellowknife, the Senior Project Manager reports to the Chief Operating Officer at Stanton Territorial Hospital (STH). The position can be assigned to and will be accountable to different NTHSSA Executive(s) or Senior Manager(s) they are assigned to support, based on the respective project portfolios assigned to them. The position can also be assigned to support Hay River Health and Social Services Authority (HRHSSA), Tlicho Community Services Agency or Department of Health and Social Services (DHSS) Executive or Senior Managers as requested and approved by the respective Deputy Heads and The Chief Operating Officer of STH. The position will be constantly working in a complex matrix management environment with NTHSS, DHSS, HRHSSA and TCSA.

The NTHSSA is the single provider of all health and social services in the NWT, with unique collaborative arrangements in the HRHSSA and TCSA. It covers 1.2 million square kilometers and serves approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. Health and social services include a 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.



Under the direction of the DHSS, the NTHSSA is established to move toward one integrated delivery system as part of the government's transformation strategy. Territorial and federal legislation informs the development of DHSS policy, which leads to operational policies, guidelines and standards of care that are developed by the NTHSSA for regional implementation.

The position is to support all of the NTHSSA when leadership is exploring options to improve efficiency, increase capacity through collaboration, and increase risk management within a Territorial Delivery system. The purpose of the Senior Project Manager and the team of reporting project staff, is to manage innovative projects which create, support, maintain or improve the services within the health and social services areas while addressing cost challenges, duplication of service, and other barriers to consistent service delivery.

This position will develop plans for and oversee implementation of NTHSSA and STH projects in collaboration with DHSS, HRHSSA and TCSA. These projects include, but are not limited to, complex NTHSSA, HRHSSA, TCSA priority projects such as: Medical Travel operational reform; single policy and procedure framework for NTHSSA; Med-Response services development; Informatics and Health Technology projects; etc. but can also encompass complex multi-jurisdictional innovation projects prioritized by NTHSSA and DHSS strategic priorities.

The position will need to work closely with all the Health and Social Services Authority (HSSA) Chief Executive Officers (CEOs), Chief Operating Officers (COOs), their Senior Managers and DHSS Senior Managers. The Senior Project Manager plays a critical role in keeping the NTHSSA, STH and health and social services system projects on track, managing contracts and sub-projects, and ensuring a coordinated and consistent approach to all activities.

The potential areas for inclusion in NTHSSA and STH projects cover a wide range of services that will impact a significant number of staff in all HSSAs as well as DHSS. Successful implementation of complex plans cannot be realized without highly effective coordination and planning, with specific attention required to change management.

NTHSSA and STH services projects are regional and territorial initiatives that are often uniquely national. Any changes, plans or analyses will require a high degree of system understanding with often limited to no known information, precedence, or theory to guide decision-making. The Senior Project Manager is accountable to develop and provide solution(s) as part of project governance structure which can consist of NTHSSA CEO, Executive Directors, regional Chief Operating Officers, Directors and other HSS Authority/DHSS senior managers. Once defined solution(s) are approved, the Senior Project Manager is responsible for working with the appropriate NTHSSA, HRHSSA, TCSA and/or DHSS Director(s) responsible and their team(s) to guide and review the required solutions' implementation.



The Senior Project Manager applies 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 implementation of NTHSSA and STH projects for the NWT Health and Social Services System (HSS) is done efficiently and effectively and the outcomes meet all project requirements.

The Senior Project Manager manages a team of Project Managers, Project Officers and Business Analysts which are hired within the budgets of various projects and to meet the requirements and deliverables of assigned projects. Team size can vary from none to rapidly requiring the recruitment of as many as ten term staff.

### **RESPONSIBILITIES**

#### **1. Manages the development of NTHSSA and STH project implementation plan(s) for the NWT Health and Social Services System.**

- Works with partners across the HSS system and regionally to identify current processes and challenges.
- Develop options for NTHSSA and STH projects that address administrative efficiency as well as current barriers, bottlenecks and cost-drivers.
- Research best practices and benchmark projects using those best practices
- Where no precedence, best practice or benchmarks exist, uses expertise to develop these to advance the project.
- Identifies and documents positions and duties impacted by implementation.
- Develops implementation plan(s) for review and approval by HSS Senior Management.
- Provides strategic advice to the CEO, COO, Executive Director and HSS Senior Management on the review and approval of implementation plan(s).

#### **2. Manages and oversees NTHSSA and STH projects to ensure that all work and activities are consistent with approved objectives, plans and budgets and that the project is fully implemented within the required time frames.**

- Develops NTHSSA implementation plan(s) and schedule(s) in consultation with Senior Management.
- Oversee the work progress of each area of the plan and manage the work schedule.
- Contribute to the development of a communication strategy and ensure it is successfully implemented.
- Manages NTHSSA implementation project tracking system.
- Manages NTHSSA implementation project plan.
- Ensures that all NTHSSA, HRHSSA, TCSA and/or inter-Departmental activities are accurately tracked and reported on.

#### **3. Manages all activities required to implement the organizational structure to govern, manage and administer NTHSSA and STH projects on an ongoing basis.**



- Develops organizational structure options.
  - Prepare Job Descriptions.
  - Prepares organizational policies.
- 4. Manages direct reporting and assigned staff for the effective completion of projects. Staff can include but are not limited to: Business Systems Analysts; Project Officer; Project Managers; students and interns.**
- 5. Develops, implements and manages project metrics and ensures, when appropriate, evaluation frameworks are developed, to track and monitor NTHSSA and STH projects.**
- Ensures project metrics and reporting mechanisms are in place for the day-to-day and overall management of NTHSSA projects to allow the reporting of project status to Senior Leadership.
  - Works with assigned NTHSSA analytics leadership and as appropriate DHSS Corporate Planning and Evaluation division expert staff to ensure that new programs or program changes have approved evaluation frameworks developed to monitor and assess the success of innovative changes and to allow the reporting of program improvements to Senior Leadership.
- 6. Provides expert advice and support to NTHSSA and STH proposals, activities and initiatives for NTHSSA division.**
- Provides expert advice for the consideration of the Executive Director, Corporate and Support Services, COO's, senior managers to which they are assigned, CEOs and DHSS senior managers on the design, delivery and evaluation of NTHSS and STH innovation and transformation initiatives.
  - Works with experts engaged to develop clear, specific recommendations for due diligence related to collaborative services across the health and social services system based on current best practice in other jurisdictions.
  - Maintains a working understanding of all NTHSSA and STH projects and is able to stand in for other Project Management resources during times of their absence or during times of vacancies.
  - Investigates and/or addresses issues and develops correspondence, briefing notes, submissions and position papers.
- 7. In collaboration with Senior Project Managers for other NTHSSA projects and system transformation initiatives, identifies and assesses risks and potential impacts on the NTHSSA project(s) implementation process (e.g. project governance), and provides contingency plans to address variable situations as they arise.**
- Provides expert strategic advice and recommendations to HSS Senior Managers.

- Identifies risks, on an on-going basis, that may challenge implementation success and develops risk mitigation strategies.
8. **Administers and manages NTHSSA and STH project(s) related contracts and sub-projects.**
    - Administer and manages NTHSSA and STH project (s) related contracts and sub-projects, including contracts with major organizations, consultants and contractors, as well as individual service contracts as required.
  9. **Prepares information for Financial Management Board and/or Executive Council submissions as required for the implementation of NTHSSA projects/initiatives.**
  10. **Responsible for financial management of project resources.**
    - Prepares cost estimates for project budgets and allocates resources to objectives and activities.
    - Monitors project delivery to ensure budgets, schedules, and project briefs are followed.
    - Monitors project expenditures to proactively advise the Executive Director, COO or assigned senior manager of potential for cost savings or reallocation.
    - Develop reports explaining variances with the established budgets, resources, and schedules.
    - Develops tendering documents, requests for proposals and contracts.
    - Ensures GNWT financial management procedures are followed.
    - Evaluates contractor performance.
  11. **Works with the Executive Director, COO or assigned Senior Manager to provide regular project reporting to the NTHSSA Executive, Leadership Council, Regional Wellness Councils as well as the Joint Senior Management Committee (HSSA CEOs and DHSS Senior Managers).**
  12. **Works with the managers and leadership in other government jurisdictions and non-governmental entities where NTHSSA projects interface or are assigned (e.g., Federal/Provincial/Territorial working groups, Nunavut Health and Social Services, Alberta Health and/or Alberta Health Services).**

## **WORKING CONDITIONS**

### **Physical Demands**

No unusual demands.

### **Environmental Conditions**

No unusual demands.



### **Sensory Demands**

No unusual demands.

### **Mental Demands**

Competing demands around deadlines can lead to some degree of mental stress.

The incumbent deals with senior NTHSSA staff and staff in other HSS Authorities and DHSS who may have divergent perspectives and demands. Interest-based resolutions/answers are required.

A high level of concentration and attention is essential. Work must be of the utmost level of accuracy. The scope of work can involve politically sensitive issues and tight deadlines with a high degree of intensity. Decisions often have long range impacts on the health and social service system. These conditions can lead to mental and emotional fatigue and stress.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Skills in leading all phases of large and complex projects across a matrix environment or managing large and complex operational areas.
- Knowledge of project management standards, techniques and methodologies.
- Ability to concurrently lead or co-ordinate multiple diverse projects.
- Skills in developing project charters and creating and managing integrated project plans.
- Abilities with project management tools.
- Resource management skills for the delivery of projects.
- Interpersonal, negotiation, collaboration and communication skills.
- Ability to develop, manage and lead project teams.
- Skills with creating and supporting steering committees and creating and maintaining multiple working groups.
- Skills in building relationships within departments and between departments.
- Ability to manage conflict.
- Human relations and motivational skills to deal with day-to-day staff issues as well as the interests of stakeholders within and outside the NTHSSA.
- Abilities to develop project communication plans and material for internal and external stakeholders.
- Writing and presentation skills.
- Financial management skills, including project cost tracking and variance reporting.
- Skills in risk, issues and stakeholder management.
- Skills and abilities in the application of change management.
- Strategic thinking skills.
- Problem-solving skills.



- Research skills.
- 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:**

- A graduate degree in administration, business, leadership, science or engineering field, plus:
- A minimum of five (5) years of project management, including one (1) year of management experience.

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