



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Project Officer, Health Services	
Position Number	Community	Division/Region
48-15093	Yellowknife	Health Services/Territorial Operations

## PURPOSE OF THE POSITION

The Project Officer, Health Services is responsible to research, recommend and coordinate activities as they relate to mental health and addiction services in the Northwest Territories to ensure the effective delivery of care and services. Sharing the provision of direct support to the Director of Health Services (DHS), and managers working in the designated program areas, this position also coordinates the development and distribution of program materials and provides financial administrative support to the Director and managers responsible for managing contribution agreements and contracts with contractors and Non-Government Organizations.

## 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 include 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.

Located in Yellowknife, the Project Officer, Health Services (Project Officer) reports to the DHS and collaborates with Territorial, Regional and professional practice leadership to establish performance improvement activities, and to help guide best practice based on the shared vision of the Northwest Territories Health and Social Services Authority (NTHSSA).

The Project Officer supports the Health Services program area by performing a variety of activities including compiling quantitative and qualitative program data, analyzing statistical outcomes, communicating trends, projecting program needs and resources. This position will also conduct a variety of research tasks including environment scans, literature reviews, and cross-department program analyses to help inform mental health and addictions services across the Territory. Ultimately, this role will be required to develop and maintain databases for the purpose of monitoring, reporting, planning and evaluation of Health Services programs.

This position will support the DHS with Human Resources administrative functions, such as initiating staffing competitions, staff movement, job evaluation package creation and other duties, as required. The position may also be required to provide briefing notes to the Director, Mental Health and Community Wellness as well as provide functional support, direction and guidance in these areas to other Territorial Leads, Territorial Specialists, and Regional Managers, and to represent the NTHSSA in meetings or conferences.

The Project Officer communicates regularly and directly with healthcare and other professionals, and collaborates with staff in the DHSS, NTHSSA, and other non-government organizations, and will be required to work effectively with a range of stakeholders.

There are recurring and frequent interruptions and the incumbent will often be required to manage several tasks concurrently. Responsibilities often entail deadlines with short notices, numerous changes and require immediate attention. Physical lifting may be required to move necessary materials to site for meetings and to retrieve and file archived materials.

The incumbent is privy to considerable amounts of confidential information; there is a need to be constantly aware of confidentiality concerns and the need to be discreet.

## **RESPONSIBILITIES**

- 1. Ensure accurate, up to date communication is maintained in a variety of guidelines, policies, correspondence and briefing documents relating to Health Services.**
  - Create and provide content feedback on a variety of written documents, reports, etc.
  - Maintain awareness of national and territorial legislation, protocols and guidelines relevant to health services standards, and policies.



- Develop and update territorial guidelines and protocols for health services.
- Establish tools and processes for communicating and collaborating with regional staff.
- Participate in departmental/interdepartmental working groups and committees as required.
- Support, enhance and develop program resources in the NWT for health services.
- Contribute to and present research and analysis results to NTHSSA leadership.
- Support the DHS with Human Resources administrative functions, such as initiating staffing competitions, staff movement, and job evaluation package creation.

**2. Provide financial administration including contribution agreements, 3rd party agreements, sole sources and other project budgets.**

- Complete procurement requisitions, contract change orders, RFP/RFT processes and purchasing of goods and services.
- Complete program orders and processes payments, including credit card payments and reconciliations on behalf of the division.
- Facilitate and assist with the preparation of contribution agreements in collaboration with NTHSSA finance and management.
- Using the Government of the Northwest Territories (GNWT) System for Accountability and Management (SAM) system prepare expenditures reports for the Managers to monitor; prepare variance reports in effort to contain costs, and/or reallocate as needed.
- Develop reports explaining any variance with the established budgets, resources and schedules.
- Facilitate Sole Source Authorization forms, develop Terms of Reference, and provide supporting documentation to sole source contracts for the division.
- Utilize SAM System for all purchasing, requisitions, and generating financial reports.
- Maintain all financial information including invoicing, contracts, and purchases of goods and services pertaining to programs to assist with forecasting.
- Provide general monitoring of budgets for all contracts, on an ongoing basis, conduct analysis and reports problems and discrepancies to the DMHCW.
- Work with finance and/or contractors, DHSS and/or other parties to resolve financial issues.

**3. Conduct research and analysis on a variety of subjects to support projects and initiatives within the NTHSSA.**

- Research and gather relevant credible information using a variety of research methods and tools (jurisdictional scans, web-based research engines, tools, document reviews, literature reviews, etc.).
- Synthesize and compile data and information into reports to inform program planning and program reporting. This includes reporting on contribution and funding agreements for program initiatives.
- Research, promote and inspire management practices that support staff health, safety and well-being of clients, families and staff.



**4. Coordinate and develop project implementation plans and program initiatives for Health Services programs.**

- Work with project partners to identify current processes and challenges.
- Develop and maintain implementation and action plans for review and approval.
- Provide advice and recommendations to the Managers and Director on project implementation plans.
- Develop monitoring and evaluation plans in collaboration with all appropriate levels of the NTHSSA and partners.
- Work with the DHS to prepare briefing materials, and advise on contentious issues, client needs, program revisions, and expansions.
- Research and recommend best practices and recommend benchmarks to ensure compliance with best practices.

**5. Develop and maintain databases and evaluation tools for monitoring health services.**

- Evaluate Health Services provided within the NTHSSA, TCSA and HRHSSA to determine areas in which to improve client care/service outcomes, quality and efficiencies.
- Establish tools and processes for communicating and collaborating with regional staff.
- Collaborate with Territorial leads, Regional Managers, and Supervisors to provide support related to quality improvement.
- Support and train NTHSSA staff on the process and use of data monitoring tools to ensure data is collected accurately.
- Track key data to analyze client outcomes and recommend strategies.
- Conduct annual program reviews for the purpose of evaluating service delivery, utilization of financial resources and ensure all services provided are in compliance with the applicable provincial legislation, program standards and licensing of each contractor.
- Develop client outcome measures to evaluate the effectiveness of the program.
- Coordinate and support regions in the development of auditing measures in line with Accreditation and best practice.
- Develop monitoring and evaluation plans in collaboration with all levels of the mental health and addictions services continuum.

**6. Collaborate among community counselling team, nursing, medical and allied health professionals to achieve optimal client care/service outcomes and effective integration of care.**

- Collect information to support strategic planning to assist senior leadership to determine trends and needs.
- Coordinate strategic initiatives to ensure the overall success and improvement of client care/service outcomes.
- Identify any overlapping priorities and actions between initiatives for areas of collaboration.



- Participate on various committees to help ensure the provision of quality services and coordination of services on local, regional, and territorial level.
- Advise the DHS of significant developments that could have implication for operations, including making recommendations for corrective actions.
- Promote clinical/service and front-line management decisions that are client centered.

## **WORKING CONDITIONS**

### **Physical Demands**

No unusual demands..

### **Environmental Conditions**

No unusual conditions.

### **Sensory Demands**

No unusual demands.

### **Mental Demands**

Frequent exposure to reports of traumatic incidents, including suicide or critical incidents specific to mental health clients. This will include organizing Critical Incident Debriefs following suicide, traumatic events in communities, etc.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of and/or the ability to acquire and apply knowledge of mental health and addiction programs.
- Knowledge of and/or the ability to acquire and apply knowledge of health and social services terminology.
- Knowledge of research methods, and the ability to analyze and interpret data and present / recommend findings in an organized and concise manner.
- Knowledge of and/or the ability to acquire and apply knowledge of the GNWT Financial Administration Act.
- Knowledge of confidentiality protocols and ability in their application to ensure sensitive information is kept confidential.
- Program management and financial administration skills.
- Written and oral communication skills including listening, observing, identifying and reporting in order to complete program analysis and financial performance.
- Organizational, prioritization and time management skills.
- Computer skills in software programs including Microsoft Office Word, Excel, Outlook, Visio, and Publisher.



- Ability to acquire knowledge of the NWT health and social services system and delivery of health and social programs.
- Ability to acquire and apply knowledge of records management procedures, in accordance to GNWT legislation.
- Ability to support, enhance and develop program resources in the NWT for mental health and addiction services.
- Ability to establish tools and processes for communicating and collaborating with program related employees.
- Ability to maintain all financial information including invoicing, contracts, and purchases of goods and services pertaining to programs.
- Ability to select and monitor evidence-based client care/service, provider and system outcomes and measure progress toward organizational delivery goals.
- Ability to develop client outcome measures to evaluate program effectiveness.
- Ability to maintain a high degree of tact, discretion, and diplomacy.
- Ability to apply sensitivity to the geographical and cultural diversity of the NWT.
- 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 diploma in a health, social science or business administration discipline (psychology, social work, health or business administration) with two (2) years of relevant 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