



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Territorial Manager, Clinical Education	
Position Number	Community	Division/Region
48-15553	Yellowknife	Territorial Operations/ Clinical Integration/Health Services

## PURPOSE OF THE POSITION

The Territorial Manager, Clinical Education is accountable for the leadership and management of the Clinical Education programs and services throughout the Northwest Health and Social Services Authority (NTHSSA) and is a subject matter expert on provision of clinical education to nurses, practitioners and health care professionals.

## SCOPE

Reporting to the Director of Health Services who is a part of the Clinical Integration branch of the NTHSSA, the Territorial Manager, Clinical Education [the Manager] is located in Yellowknife and is responsible for leading the planning, development, implementation, maintenance, and evaluation of the NTHSSA clinical nursing education programs, while maintaining a future-focused perspective to recommend, develop and implement proactive programs and services. The Manager also provides support to Thcho Community Services Agency (TCSA), Hay River Health and Social Services Authority (HRHSSA) and AVENS (community for seniors) on clinical education and frontline nursing support.

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



While the TCSA, HRHSSA and AVENS operate under separate boards, the NTHSSA sets 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.

The Department of Health and Social Services (DHSS) plays an important role in the connectivity between the NTHSSA, TCSA, HRHSSA and AVENS because it establishes the common policy framework and common standards for the entire system. Operational consistency and collaboration across these three authorities is required to provide a quality, integrated Health and Social Services system for the NWT.

The Manager works within a legislative and policy framework that includes the Hospital Insurance and Health and Social Services Administration Act, Medical Profession Act Nursing Profession Act, Guardianship Act, Communicable Diseases Act, Coroners Act, Access to Information and Protection of Privacy Act (AT/PP), Health Information Act (HIA), the College and Association of Nurses of the Northwest Territories and Nunavut (CANN) Bylaws, NTHSSA Medical and Professional Staff Bylaws, Mental Health Act Child and Family Services Act, as well as GNWT, DHSS and NTHSSA policies and procedures.

There is a significant shift to approaching clinical education management with a proactive lens. This requires the Manager to not only consider current policy, procedure, and system impacts, but ensure a forward look for future opportunities for clinical education to improve the quality of care across the NWT. The incumbent is responsible for leading, managing and promoting clinical support for frontline nursing staff to ensure that the quality of care clients and patients receive in the Northwest Territories meet or exceed the standards for care outlined by Accreditation Canada.

The Manager works closely with the Director, Health Services, the Executive Director, Clinical Integration, Chief Operating Officers (COOs) of all NTHSSA Regions, Regional Managers, all Territorial Managers, Clinical Nurse Educators for TCSA, HRHSSA and AVENS, and other stakeholders. The Manager will be called upon to provide management, advice, assistance, support and recommendations on various quality issues, concerns, and situations related to nursing education and practice. The Manager is responsible to ensure quality standards are upheld and proactive quality improvement initiatives pertaining to clinical education are carried out to prevent safety issues and foster a strong, positive employment relationship where frontline staff know they are supported in their roles.



The Manager is responsible for overseeing clinical nursing education initiatives across the NTHSSA that facilitate and/or support the frontline staff as they provide quality patient and client care. The Manager will provide leadership and overall support to the implementation of these initiatives. This role, in collaboration with numerous key stakeholders, will facilitate and support continuous quality improvement in clinical nursing education across the NTHSSA.

The Manager plays a Territorial leadership role in supporting the advancement of the NTHSSA's Strategic Plan. The Manager is responsible for developing, implementing and monitoring the NTHSSA Clinical Education program. The Manager ensures that clinical education policies and practices are aligned with GNWT legislation, policies and fosters respectful, compassionate, culturally appropriate care that is responsive to the needs, values, beliefs and preferences of the clients and their family, supporting mutually beneficial partnerships between clients, families and health care providers.

The Manager works collaboratively with the Director, Health Services, Executive Director, Clinical Integration, Chief Operating Officers(COOs) of regional authorities, groups of professional and non-professional staff within the NWT, staff of DHSS, the TCSA, HRHSSA and AVENS to facilitate the development and delivery of effective patient centered programs and services. The Manager works with colleagues in the NTHSSA to ensure that an integrated approach to service planning occurs throughout the NWT. The Manager has a close working relationship with the Manager, Strategic Learning and Talent Development, and Nursing instructors at Aurora College. The Manager maintains relationships with Health Care Practitioners across Canada, Accreditation Canada, Alberta Health Services, Canadian Nurses Protective Society, Health Canada, Health Care Excellence Canada, and participates in National and International Communities of Practice to share and develop best practices in the area of clinical education.

The Clinical Education Division promotes and supports safe, quality patient/client centered care and services through providing subject matter expertise and education, minimizing risk and facilitating the implementation of best practices and system knowledge.

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. Provides subject matter expertise throughout the NTHSSA on clinical education.**



- Provides oversight and subject matter expertise on legislation, regulation, policies and procedures and best practice at the regional and territorial level related to clinical education.
- Provides advice and support on the development of policies and procedures and the implementation of best practices related to clinical education.
- Actively participates in a variety of planning and decision-making meetings and activities throughout the NWT, ensuring that all processes, procedures and decisions support frontline staff to provide care that is client focused.
- Tracks and evaluates data based on best practice guidelines, standards process reviews, and policy changes to analyze and identify trends related to clinical education.
- Leads the monitoring and evaluating of quality indicators related to clinical education, to identify trends within NTHSSA and provide reporting to identify areas of opportunity or risk.
- Leads and provides expert advice on clinical nursing education to promote supporting frontline staff throughout the NWT.

**2. Provides leadership in planning, developing, implementing, maintaining, and continuously evaluating the NTHSSA's clinical education programs and services.**

- Plans, monitors and evaluates the NTHSSA-wide Clinical Education programs, and collaborates with the TCSA, HRHSSA, and AVENS to ensure effectiveness across the NWT against indicators, benchmarks and audits.
- Collaborates with Aurora College as a member of the BSN Advisory Committee.
- Collaborates with TCSA, HRHSSA and AVENS Clinical Nurse Educators by holding quarterly meetings. Maintains an Education Newsletter that will be distributed quarterly.
- Reports to Director, Health Services on all aspects of NTHSSA's clinical education outcomes.
- Leads the planning, developing, implementing, maintaining and evaluation of the clinical nursing education curriculums ensuring they align with the standards set by professional regulatory bodies and meet the Accreditation Standards.
- Works closely with the Territorial Managers, Regional Managers and the Clinical Nurse Educators to plan and evaluate clinical education enhancements and ensure the improvements are meeting the operational needs of the organization.

**3. Supports the Accreditation Process to ensure clinical education is a proactive mindset and staff is provided with the necessary resources to provide quality service and programs.**

- Leads the Territorial Accreditation team for Clinical Nursing Education.
- Provides support to regional and territorial staff regarding clinical nursing education Accreditation Standards.



- Collaborates with Territorial Managers, Regional Managers and Clinical Nurse Educators on self- assessment findings, survey findings and follow-up related to clinical education.
- Researches, plans, implements and facilitates clinical nursing education for regional and territorial staff on the Accreditation process and standards.
- Plans and conducts mock tracing activities related to clinical nursing education throughout NTHSSA.

**4. Provides leadership in development or amendment of policies and procedures related to clinical education at the Regional and Territorial Level:**

- Develops/amends NTHSSA policies, procedures, protocols and guidelines to changes to the clinical education curriculum in collaboration with regional managers, territorial managers and senior management.
- Ensures that clinical nursing education policies, procedures, and protocols are continuously reviewed, updated, and distributed within the NTHSSA.
- Promotes ongoing education and orientation for NTHSSA on new, updated or amended clinical education policies, procedures, protocols guidelines, legislation and professional practice issues.
- Leads the evaluation of all clinical nursing education curriculums and collaborated with the health services team to develop or amend existing policies and procedures to reflect the evaluation.
- Leads the ongoing needs assessment and resulting policy and procedure development regarding clinical nursing education throughout the NWT.

**5. Provides human resource and financial management leadership for the Clinical Education Team.**

- Leads the Clinical Nursing Education team 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 meetings with Clinical Nursing Education staff following the GNWT performance management program.
- Participates in the screening and selection of staff reporting directly to the incumbent 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 orientation, in-service training, certification, and re-certification programs.



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

## **WORKING CONDITIONS**

### **Physical Demands**

No unusual demands

### **Environmental Conditions**

No unusual demands

### **Sensory Demands**

Daily the incumbent is required to develop therapeutic relationships with frontline nursing staff while actively listening, communicating with and observing for cues to determine their mental and emotional status and intervene as necessary.

### **Mental Demands**

The incumbent will be exposed to numerous interruptions, unknown factors, uncontrolled work flow and competing demands as a result of supporting frontline operational requirements.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of program management, including budget development, variance reporting, preparation, and control is required to ensure financial responsibilities are carried out effectively and efficiently.
- 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 of Quality Management, methodologies, and legislation including problem solving tools, quality improvement tools, evaluation measures and outcome indicators.
- Knowledge of all aspects of risk identification in a health and social services program.
- Skilled in clinical curriculum development and adult education.
- Ability to acquire and apply knowledge of health and social services legislation in the NWT, including the *Hospital Insurance and Health and Social Services Administration Act*, *Medical Profession Act*; *Nursing Profession Act*, *Guardianship Act*, *Public Health Act*; *Coroners Act*, *Access to Information and Protection of Privacy Act (ATIPPA)*, *Health Information Act (HIA)*, *CANNN Bylaws*, *NTHSSA Medical and Professional Staff Bylaws*, *Mental Health Act*; *Child and Family Services Act*, as well as GNWT, DHSS and NTHSSA policies and procedures.





- Knowledge of privacy and legal aspects of health and social services including release of information, rules of confidentiality, legalities in medical chart documentation, consent law and other medico-legal healthcare areas.
- Inter-group skills to effectively lead and facilitate internal, external, individual or multidisciplinary division team or group.
- 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.
- Organizational, time management, analytical, facilitation, and presentation skills to manage multi-disciplinary responsibilities in a timely and effective manner.
- Communication skills, both written and verbal to develop and maintain internal and external networks to achieve work objectives, with the ability to prioritize work in a team based setting.
- Analytical and problem-solving skills to investigate and initiate corrective action to problems/issues encountered during the planning, development and delivery of operational initiatives, programs and services.
- Sensitive to the geographical and cultural needs of the people and understand how community and culture impact the delivery of health care.
- Ability to develop and maintain positive working relationships with employees and agencies 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.
- 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 supervisory and/or management experience and five (5) years' experience in a clinical health care setting, including a minimum of two (2) years' teaching.

Equivalent combinations of education and experience will be considered.

**ADDITIONAL REQUIREMENTS**

Current registration/membership with the College and Association of Nurses of the Northwest Territories and Nunavut (CANNN) is required.

Proof of immunization in keeping with the current public health practices is required.

**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