



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Project Manager, Accreditation	
Position Number	Community	Division/Region
48-15558	Yellowknife	Client Risk and Client Experience / HQ

## PURPOSE OF THE POSITION

The Project Manager, Accreditation is responsible and accountable for managing the strategic planning, monitoring and implementation of various medium to large size Accreditation projects throughout the Northwest Territories Health and Social Services Authority within the Quality Risk and Client Experience Division. This position leads the Territorial Accreditation Team (approximately 17 teams) in the implementation of standards, action plans and resources required in a professional, positive, and timely manner.

## SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services (HSS) 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-Indigenous. HSS 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 Department of Health and Social Services (DHSS), the NTHSSA is established to move toward one integrated delivery system as part of the government's transformation strategy. Territorial and federal legislation inform the development of DHSS policy which leads to operational policies, guidelines and standards of care that are developed by the NTHSSA for regional implementation.

Located in Yellowknife, the Project Manager, Accreditation (PMACC), will report to the Territorial Manager, Quality Risk and Client Experience Division (Manager). The position can also be assigned to support Hay River Health and Social Services Authority (HRHSSA), Tłı̨chǫ

Community Services Agency (TCSA).

The PMACC 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 (ATIPP)*, *Health Information Act (HIA)*, RNANT/NU 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.

This position will develop plans for and oversee the implementation of NTHSSA Accreditation projects in collaboration with DHSS, HRHSSA and TCSA. These projects include, but are not limited to medium to large NTHSSA, HRHSSA, TCSA priority projects related to Accreditation and maintaining Accreditation Canada status. The PMACC manages and leads the Accreditation process throughout the NWT providing direction, guidance, analysis and development of solutions to address non-compliance while applying project management methodology including: planning, communication, monitoring, project and program evaluation techniques to ensure that the implementation of best practice standards is done efficiently and effectively.

Successful implementation of the project plans cannot be realized without highly effective coordination and planning, with specific attention required to change management. NTHSSA Accreditation projects are supporting changes to unique territorial services and initiatives and are often unique nationally. Any changes, plans or analysis will require a high degree of system understanding with often limited to no known information, precedence or theory to guide decision making.

The PMACC 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 project implementation is done efficiently and effectively and the outcomes meet all project requirements. The scope of work can involve politically sensitive issues, where decisions often have long range impacts on the HSS system. The position encounters competing demands and deadlines and deals with senior staff and staff in other areas who may have divergent perspectives and demands. Interest based resolutions and answers are required.

The PMACC may be asked to supervise students and interns based on the needs, demands and funding of the projects, and is also accountable for overseeing and managing the work of any consultants/experts engaged by NTHSSA to assist in the analysis and development of projects. The PMACC works collaboratively with the Manager, the Director Quality Risk and Client Experience, regional Chief Operating Officers (COOs), groups of professional and non-professional staff within the NWT, and employees of DHSS, the TCSA and HRHSSA to facilitate successful Accreditation. The PMACC works with colleagues in the NTHSSA to ensure that an integrated approach to service planning occurs throughout the NWT and maintains relationships with AC staff and surveyors, Alberta Health Services, Health Canada, the Canadian Patient Safety Institute, and participates in National and International Communities of Practice to share and develop best practices and approaches for successful Accreditation.

## **RESPONSIBILITIES**

- 1. Provides subject matter expertise throughout the NTHSSA on Accreditation processes and standards.**
  - Provides expert advice throughout the NWT on the interpretation of Accreditation Canada standards and their implementation.
  - Provides advice and subject matter expertise on the interpretation of legislation and regulations, the development of policies and procedures and the implementation of best practices at the regional and territorial level relating to Accreditation.
  - Leads and participates in a variety of planning and decision-making meetings and activities throughout the NWT, ensuring that all processes, procedures and decisions align with the Accreditation Canada standards.
  - Chairs and advises the Accreditation Leadership Forum which includes all senior leadership of NTHSSA, TCSA, and HRHSSA.
  - Utilizes subject matter expertise to develop tracking and evaluation tools for all activities related to the successful Accreditation of the NTHSSA.
  - Utilizes subject matter expertise to develop and implement service and program area initiatives and indicators enabling compliance with Accreditation Canada standards.
  - Utilizes Accreditation expertise to lead information input into the NTHSSA Accreditation portal, also assisting TCSA and HRHSSA as necessary.
- 2. Leads the Territorial Accreditation Team in the implementation of standards, action plans and resources required in a professional, positive, and timely manner.**
  - Utilizes expert knowledge in AC standards to engage with clinical practitioners to develop clear, specific recommendations based on AC standards.
  - Leads and facilitates the development of Accreditation project plans, supports their implementation, monitors completion of action items and provides expert assistance with stalled action items.
  - Researches best practices and provides recommendations about AC standards.
  - Co-chairs the Accreditation Leadership Forum, setting the agenda, reviewing minutes, ensuring follow-up is completed, and ensuring action is taken when there are issues with the Accreditation process. Attends all Territorial and Regional Accreditation team meetings as required.
  - Extracts and analyzes data from various sources to provide recommendations to the Accreditation Leadership Forum and all Territorial and Regional Accreditation teams.
  - Leads the development of reports for all levels of the organization regarding Accreditation. Attends internal, external and Accreditation team meetings.
  - Leads the development, implementation and evaluation of Mock Tracer activities throughout the Territory aligning appropriate tracing of priority processes to facilitate organizational readiness for the surveys.
- 3. Manages the development of medium to large Accreditation project implementation plans for the NWT Health and Social Services System assigned to the Quality Risk and Client Experience Division.**
  - Provides expert strategic advice and guidance to NTHSSA Senior Management on medium to large size Accreditation projects.
  - In collaboration with Project Managers for other HSS initiatives, identifies and assesses

risks and potential impacts (i.e. organization design and policy creation), and provides contingency plans to address variable situations as they arise.

- On an on-going basis, identifies risks that may result in an unsuccessful implementation, and develop risk mitigation strategies.

**4. Manages and oversees project implementation on medium to large size Accreditation projects to ensure that all work and activities stay focused and on track and that the project is fully implemented within the required time frames.**

- Develops implementation strategies and schedules in consultation with the Project Steering Committee(s).
- Oversees the work progress of each area the Leads are responsible for and manages the work schedule.
- Researches best practices and benchmarks projects using those best practices.
- Identifies and documents position and duties impacted by Implementation.
- Contributes to the development of a communication strategy and ensures it is successfully implemented.

**5. Manages the development and implementation of metrics, and ensures, when appropriate, evaluation frameworks are coordinated in the project plan, to track and monitor NTHSSA projects.**

- Ensures project metrics and reporting mechanisms are in place for the day to day management of NTHSSA projects to allow the reporting of project status to management.
- Works with assigned NTHSSA analytics staff and as appropriate DHSS Corporate Planning and Evaluation division staff to ensure that new programs or program changes have departmental approved evaluation frameworks developed to monitor and assesses the success of innovative changes.

**6. Ensures regular project reporting to the Director, project area Managers and Directors, project sponsors and upon request NTHSSA Leadership Council, Regional Wellness Councils as well as the Joint Senior Management Committee (HSSA CEOs and DHSS Senior Managers).**

- Manages tracking system for project implementation.
- Manages project plans to support project implementation.
- Ensures that all NTHSSA and Inter-departmental activities are accurately tracked and reported on.

**7. Manages Contracts and Sub-Projects.**

- Includes contracts with major organizations, consultants and contractors, as well as individual service contracts as required.
- Tracks and manages budget and variance.
- Manages contracts and sub-project compliance.

**8. Provides information for Financial Management Board (FMB) and/or Executive Council submissions as requested/required for the implementation of NTHSSA projects/initiatives and as required for the project/program implementation.**

- Prepares all project detail draft information.
- Is accountable for all project detail information in submissions.

**9. Manage all activities required to implement the organizational structure to govern, manage and administer programs and processes being implemented under the assigned project.**

- Develop organizational structure options.
- Prepare job descriptions.
- Prepare organizational policies.

**10. Stay abreast and support of other division projects.**

- Proactively advise other division staff based on experience or areas of expertise.
- Actively support other projects, when required by leadership (i.e., up to and including taking on temporary management and reprioritizing other project responsibilities accordingly).

**WORKING CONDITIONS**

**Physical Demands**

No unusual demands.

**Environmental Conditions**

No unusual demands.

**Sensory Demands**

No unusual demands.

**Mental Demands**

No unusual demands.

**KNOWLEDGE, SKILLS AND ABILITIES**

- 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 successful delivery of projects.
- Progressive project management or managerial skills in a public service environment.
- Ability to manage all phases of large and complex projects across a matrix environment or managing large and complex operational areas.
- Interpersonal, negotiation, collaboration and communication skills.
  - Ability in developing, managing and leading effective project teams.

- Skills and the ability to create and support steering committees; and create and maintain 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 in developing 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.
- Research, strategic thinking and problem solving skills.
- Ability to work under pressure with compressed deadlines and multiple deliverables.

**Typically, the above qualifications would be attained by:**

A bachelor's degree in health or social services, business administration, science, engineering or public administration field, plus a minimum of four (4) years of progressive project management or management experience that includes as part of the four years a minimum of one (1) year working in the Canadian health and social services system, plus two (2) years in a project management role managing medium to large size projects.

Other combinations of post-secondary education, project management certification, accreditation experience, GNWT/Northern project management, and/or related public service management experience will be considered.

Equivalencies will be based on combinations of experience and education and will be assessed on a case by case basis.

Certification in a nationally or internationally-recognized project management methodology (such as PMP or PRINCE2 Practitioner) is desirable.

**ADDITIONAL REQUIREMENTS**

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

Must be in good standing with the Registered Nurses Association of the Northwest Territories and Nunavut (RNANT/NU).

**Position Security**

- 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