



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Territorial Manager, Med-Response	
Position Number	Community	Division/Region
48-15698	Yellowknife	Corporate and Support Services

PURPOSE OF THE POSITION

The Territorial Manager, Medical Response is responsible for air ambulance and medical response emergency services across the Northwest Territories. The Territorial Manager, Med-Response also provides medical response services to the residents from the Kitikmeot Region in Nunavut and support to the NWT 9-1-1 program.

SCOPE

The Territorial Manager, Medical Response (Med-Response) (Manager) is located in Yellowknife and reports to the Executive Director, Corporate and Support Services. The Manager oversees the operations, contracts, human resources, and finances of the NWT's air ambulance service and Med-Response service.

The 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 includes 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 of the Northwest Territories' (GNWT's) transformation strategy.

The Manager works within the Medical Travel Policy which is issued under the authority of the Executive Council that ensures access to insured health services and the cost of medical travel should not be an economic barrier to those services.

Med-Response is a 24 hour, 7 day per week service which provides NWT clinical staff with a single contact point for urgent and non-urgent patient support. The Med-Response service also coordinates with Alberta Health Services all NWT patients travelling to Alberta for care and for use of Alberta Health Services specialized air ambulance services (e.g., pediatric and neonatal air ambulance services and the use of the Air Operations Center and STARS Helicopter service).

The Manager is responsible for ensuring that the administration of Med-Response services align with all GNWT policies and benefit programs, Non-Insured Health Benefit services (Federal) and other Provincial Government requirements (e.g., Alberta and Nunavut). In directing Med-Response services and the relationships with Nunavut and Alberta Health Services (AHS), the Manager is directly responsible for ensuring all patients in the NWT have timely and cost effective access to all necessary and approved health services.

The Manager is responsible for the Med-Response service which provides urgent/emergent Air Ambulance service as well as coordinates and establishes practitioner to practitioner support throughout the NWT. The Med-Response service triages the deployment of the NWT's air ambulance fleet, provides clinical triaging for all patients requiring air ambulance services, as well as, coordination of medical extractions from known locations outside of communities to health facilities.

The Manager is responsible to manage the NWT's Air Ambulance contract, which is the one of the largest and most complex GNWT service contracts. The NWT Air Ambulance service contract is approximately \$20 million per year for the provision of all air ambulance aircraft, flight personnel, medical staff, air ambulance bases and medical equipment required to provide ambulance services 24 hours per day, 7 days per week.

The range of Med-Response services being managed by the Manager are unique to Canada. Any program and service changes, plans or analysis will require the Manager to have a high degree of system understanding with often limited to no known information, precedence or theory to guide decision making. Consequently, the Manager must build and maintain a diverse network of expert relationships internally and nationally.

The Manager works collaboratively with the Chief Operating Officers (COOs) of the NTHSSA, the Chief Executive Officers (CEOs) of regional authorities, groups of professional and non-professional staff within the NWT, staff of DHSS, the TCSA and HRHSSA to facilitate the development of emergency services and the effective delivery of the Med-Response program. 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 RCMP and Professional Air Ambulance Contracted services providers. The Manager maintains relationships with Alberta Health Services, Government of Nunavut and participates in National and International Communities of Practice to share and develop best practices.

The Manager has a significant amount of latitude provided that the policies, guidelines and interests of the GNWT are complied with. This latitude is tempered by the knowledge that incorrect decision-making is likely to result in harm to the reputation of the NTSSA, diminished public confidence in the health and social services system and could ultimately result in harm to current and future patients in the health and social services system.

RESPONSIBILITIES

1. Directs, manages and administers the effective operation and coordination of the NWT-wide Air Ambulance services.

- Develops, implements, and evaluates internal NTHSSA Air Ambulance related policies, procedures and process to ensure efficient and consistent operations of the NWT Air Ambulance service.
- Directs, develops, manages and administers the air ambulance contract services.
- Manages, administers and coordinates the AHS Air Operations Center (AOC) services agreement.
- Ensures the correct use, data quality and day to day management of information systems used to manage, administer and benchmark the Air Ambulance services.
- Develops alternative air ambulance resource services, plans and options to ensure continuity of service should current air ambulance contract holder not be able to meet demand or service requirements.
- Directs, develops and ensures an NTHSSA air ambulance quality improvement committee is in place to ensure rapid response and resolution to air ambulance service challenges, issues and risks.
- Supports the development and management of bi-lateral interjurisdictional/inter-departmental agreements with NWT 9-1-1, RCMP, and Federal and community emergency response agencies related to call transfer processes, business continuity, and accreditation.

2. Directs, manages and administers the effective operation and enhancement of the Med-Response Program.

- Directs the development, implementation, and evaluation of internal NTHSSA Air Ambulance related policies, procedures and process to ensure efficient and consistent operations of the NWT Med-Response service.
- Directs the emergency dispatching, tracking and documentation of all scheduled and emergency facility to facility air ambulance transfers from various communities within the NWT and arriving from Nunavut to Yellowknife or for those departing and returning from the southern provinces.
- Directs the provision of practitioner to practitioner support services.

- Directs the emergency dispatching, tracking and documentation of all extraction from a known location within the NWT to an NWT health facility by specialized air ambulance contracted aircraft.
- Directs the correct use and data quality of information systems used to manage, administer and benchmark the Med-Response services.
- Directs the Med-Response phone and call recording system is working and being correctly used.
- Directs back-up systems and processes are in place to ensure 24 hour 7 day per week business continuity, should Med-Response lose access to their information system, their phone system or need to evacuate.
- Directs and leads Med-Response service improvements with the Med-Response staff and assigned Territorial Clinical Lead.
- Ensures Accreditation Canada Emergency Management Services (EMS) accreditation and Commission on Accreditation of Medical Transport Systems (CAMTS) is achieved.
- Ensures documented relationships with other jurisdictions using or interacting with the service.
- Collaborates with the NTHSSA Medical Director (physician) to ensure safe, effective, and efficient coordination and medical direction.

3. Directs, manages and administers the effective use of human resources of the Med-Response service.

- Provides leadership and direction to staff to ensure all the NWT population and visitors receive real-time, accurate, equitable, efficient, appropriate, accessible, and life-critical services.
- Develops/implements/monitors/evaluates a staff scheduling plan for Med-Response in association with the co-located NWT 9-1-1 program, including the use of relief pools.
- Collaborates with the NWT 9-1-1 program to ensure 24/365 coverage for answering 9-1-1 emergency calls including surge, break, and mealtime support for the NWT 9-1-1 staff.
- Identifies the human resources (HR) required to maintain/enhance current service(s) and/ or to plan for the delivery of future services and pending HR challenges.
- Ensures the continuance of leadership and management of the Med-Response service through participation on a shared on-call schedule.
- Conducts weekly audits of a random selection of calls to ensure staffs call process compliance with accreditation and medical protocols.
- Ensures the recruitment, placement, orientation and training of staff, and leads the development of strategies for staff retention.
- Ensures any continuing education/recertification training is completed before qualifications are outdated, and/or prior to any new service requiring certification.
- Supports the educational needs of all staff via directly providing training, or through conferences, workshops, distance education programs and clinical practicums.
- Conducts employee performance evaluations, feedback, mentoring, coaching, annual objective-setting, and manages performance issues should they arise.
- Collaborates with HR division to assist staff with accommodation plans and progress.

4. Responsible for the financial management of the Med-Response Program.

- Manages the financial resources of the unit, including budget planning, expenditures, monitoring, and reporting, to ensure best value for expenditures made and receipt of revenue owing.
- Oversees submissions, monitoring and forecasting expenditures, variance reporting, year-end activities, and ongoing financial evaluation.
- Works collaboratively with NTHSSA senior leadership on the development and implementation of financial performance indicators, measures of for improvement, and reports on outputs and outcomes on a monthly basis or as required.
- Provides direction and management of the financial processing of all payments and revenue collection for Medical Travel services.

5. Responsible for the collaboration with the NWT 9-1-1 management of the high exposure acute/chronic stress management program and workplace health and safety of the Emergency Communications Centre.

- Fosters a mentally healthy and safe workplace for a high exposure team.
- Ensures the establishment and ongoing management of a telecommunicator emergency response task force, critical incident stress management team, and peer-to-peer support teams.
- Ensures the development and management of the high exposure telecommunicator acute/chronic stress management program, including elements of mental health support in all aspects of NWT 9-1-1 operation.
- Participates fully in the telecommunicator acute/chronic stress management program.
- Plays an active role in workplace health and safety through daily management: identifying prevention opportunities, ensuring staff are trained in incident reporting systems, investigating potential risk and accidents, and applying timely corrective measures.

WORKING CONDITIONS

Physical Demands

The Manager's time is spent in an office environment, or in a crowded and busy Telecommunicator room with long periods of time at a computer terminal or desk.

Environmental Conditions

The Manager's workspace is located in a crowded and busy Telecommunicator work environment which has frequent exposure to unpleasant or disagreeable conditions including loud noise (radio, phone, computer), and fast-paced, urgent situations. The workstation is comprised of two computer terminals, six to ten monitors, two phones, radio equipment, communication-impaired devices and a specialized software-integrated desk.

Sensory Demands

There will be times when the position will be required to assist directly in emergency response situations requiring periods of intense concentration and attention to detail in auditory, oral or printed formats.

Mental Demands

The incumbent will be exposed to death/dying and other emotionally upsetting experiences on a daily basis.

Within the health care setting there can be significant lack of control over the work pace, with frequent interruptions; the Manager will be required to multi-task and prioritize work on a continual basis.

There is uncertainty in knowing what to expect while at work, and there is legitimate concern about being responsible for the lives of patients and their families, as well as the health of communities.

During periods of HSS System Operational crisis (i.e. multi-casualty incidents), which can occur several times throughout the year, long hours of work requiring a degree of mental demand are necessary until the crisis is resolved.

This position travels up to 20% of their time to several remote Northern Communities.

Unplanned, after hour's, on-call responsibilities occur approximately one out of three weeks.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of and ability to apply nursing processes (assessment, planning, implementation and evaluation) and current nursing practice.
- Knowledge of NWT geography and cultures.
- Knowledge of the primary control console and radio/cell/telephony/dispatching systems, digital logger & communication recall, electronic aircraft tracking systems, video conferencing equipment, electronic medical records, and any other eHealth systems required in the day-to-day operations of Med-Response.
- Knowledge of medical terminology and air transportation terminology.
- Knowledge of quality assurance, budgetary forecasts and risk management.
- Knowledge of change management techniques and tools.
- Knowledge of risk and issues management.
- Knowledge of the health and social services systems in a northern environment.
- Knowledge of the transportation industry, particularly in northern air travel.
- Knowledge of medical terminology and air transportation terminology.
- Interpersonal, negotiation, collaboration and communication skills to build effective teams and develop relationships.
- 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.
- Strategic thinking and problem solving skills.
- Organizational, time management, facilitation, organization, and project management skills, including attention to detail.
- Interpersonal skills and effective communication skills, utilizing tact and diplomacy, both orally and in writing.

- Ability to build capacity in others and develop relationships.
- Ability to communicate operational services to the public as well as internal and external stakeholders.
- Ability to work under pressure with compressed deadlines and multiple deliverables.
- Ability to manage, develop and schedule shift work staff.
- Able to perform multiple tasks and services in a coordinated manner.
- Ability to plan and implement actions that achieve future goals.
- Ability to implement business plans and develop standards in a framework of policy and procedures, and monitor compliance.
- Ability to write and review complex documents, including briefing notes and ministerial responses, as well as information-gathering and reporting needs through environmental scans and consolidating data into relevant information for presentation
- Ability to deliver clear, effective and functional presentations, adapting the content and style to be applicable to the intended audience.
- Ability to demonstrate systems thinking, leadership, and professional judgment.
- Ability to determine and clarify problems and solutions via effective research and consultation with stakeholders.
- Ability to think analytically and relationally while solving complex problems.
- Ability to recognize, interpret and prioritize findings and determine and implement a plan of action based on accepted standards of practice.
- Ability to operate and/or use standard medical equipment.

Typically, the above qualifications would be attained by:

A bachelor's degree in Nursing with seven (7) years of progressive experience in a Canadian healthcare organization including a minimum of five (5) years of healthcare management level experience and a minimum of three (3) years' experience in the area of clinical triaging, patient movement, emergency logistics coordination, bed management, discharge planning and/or patient care coordination in the Canadian healthcare system.

OR

Graduate of a College of Paramedics approved program and registered with a provincial College of Paramedics, and a member in good standing. A Minimum of five (5) years in an Emergency Services management role, ideally in an organization of significant size, complexity and diversity. An undergraduate or graduate degree in management, health care administration, business or leadership.

ADDITIONAL REQUIREMENTS

Registration as an RN with the register of Registered Nurses Association of Northwest Territories and Nunavut (RNANT/NU)

The incumbent must complete and pass the following prerequisites within the first year of employment, and have the following licenses and certificates:

- Telecommunicator-specific, eight-hour stress management course;

- Participate in the Telecommunicator Acute/Chronic Stress Management Program;
- Basic training of the Emergency Medical Dispatcher position (provided before doing live calls);
- Valid cardiopulmonary resuscitation (CPR-C);
- Certification in telecommunicator dispatch; and
- Complete Incident Management System/Incident Command System training level 300.

Experience assets include:

Supervising an air ambulance or pre-hospital emergency service program; facilitating and managing consultation processes with a wide range of health care and governmental stakeholder groups; direct experience working at the hospital and/or regional level within the NWT; working with NWT eHealth Systems; Neonatal Intensive Care Unit (NICU)/ Pediatric Intensive Care Unit (PICU).

Certification assets include:

Emergency Nursing Certification from Canadian Nursing Association (CNA); Advanced Critical Care Nursing (ACCN); Advanced Cardiac Life Support (ACLS) -current certification; Neonatal Resuscitation (NRP); Pediatric Advanced life Support (PALS); Acute Care of At-Risk Newborns (ACORN); Trauma Nursing Core Concepts (TNCC); Emergency Nursing Pediatric Concepts (ENPC).

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