



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Director, Stanton P3 and Facility Operations	
Position Number	Community	Division/Region
48-15962	Yellowknife	Stanton P3 & Facility Operations /Territorial Operations

PURPOSE OF THE POSITION

The Director, Stanton P3 and Facility Operations (Director) is responsible and accountable for leadership, strategic implementation, administration, and effective contract performance management of the Northwest Territories Health and Social Services Authority (NTHSSA) Stanton Territorial Hospital (Stanton) Public Private Partnership (P3) performance-based project agreement (PA); the Stanton Hospital Facility Services unit; the NTHSSA Yellowknife Region Facility Services unit; the NTHSSA Territorial Health Technology (HT) unit servicing the Government of the Northwest Territories (GNWT) and Government of Nunavut (GNU); the NTHSSA Vehicle Fleet Management unit; and the provision of professional engineering and contract management services for the NTHSSA in accordance with legislation, policies and regulations of the Department of Health and Social Services, GNWT, industry and national standards, and Accreditation Canada.

SCOPE

The Director, Stanton P3 and Facility Operations, is located in Yellowknife and reports to the Chief Financial Officer (CFO). The Director also has a functional reporting relationship to NTHSSA Chief Operating Officers (COOs) for Stanton and Yellowknife Region regarding services and operations.

The NTHSSA is the single provider of all health and social services in the Northwest Territories (NWT), except for the Hay River and Tłıchǫ regions and was established to move toward one integrated delivery system as part of the Government of the Northwest Territories' (GNWT's) transformation strategy. Health and social services include the full range of primary, secondary and tertiary health and social services.

The Director has accountability for leadership, strategic implementation, and effective private sector performance management of the Stanton Territorial Hospital (STH) Public Private





standards, procedures, guidelines and monitoring for the entire NWT. Service Agreements will be established with these boards to identify performance requirements and adherence to service standards, guidelines and procedures as established by the NTHSSA.

The Department of Health and Social Services (DHSS) plays an important role in oversight of NTHSSA HT operations, acquires major capital funding for HT initiatives on behalf of the NTHSSA, and is accountable for the Health Technology Plan.

The Director is responsible for the NTHSSA Facility and Fleet Management Unit which includes tracking and reporting for the NTHSSA accommodations inventory and provides technical advice on facility infrastructure issues for resolution. The position is responsible for planning, development, and implementation of the NTHSSA 5-year fleet management plan including maintaining the vehicle fleet inventory, identification of priorities, specification development, vehicle evergreening/surplus processes, policy development and collaboration with DHSS and FIN regarding vehicle fleet priorities and business processes.

The Director is the NTHSSA's facility engineering professional to consult, assess, direct, and provide recommendations to NTHSSA's territorial facility operations teams to ensure operational compliance to all governing standards and legislation including interpretation and comprehension, energy conservation, as well as retaining architectural/engineering consultants and contractors, coordination with GNWT departments and agencies.

The Director is responsible for management of NTHSSA's Computerized Maintenance Management System (CMMS) for scheduling, tracking, monitoring, and reporting on maintenance of NTHSSA assets. The Director is a key executive management role, responsible and accountable to provide vision and leadership to the strategic planning, direction, delivery, and evaluation of operations at NTHSSA facilities.

The Director must perform these roles within a legislative framework in the context of the Authority's Purpose, Guiding Principles and Values, Health and Social Services Administration Act, the NT Public Services Act, Access to Information and Privacy Act and regulations, Hospital Insurance, the Evidence Act and the Public Service Citizen-Centered Approach to The Provision of Services, Financial Administration Act (FAA), Generally Accepting Accounting Principles (GAAP) and Public Sector Accounting Standards (PSAS), GNWT related policies and manuals, and NT Human Resources legislation the NT Public Service Collective Agreements, and all other relevant government legislation, policies and procedures.

This position requires close collaboration, communication, and cooperation with several GNWT and GNU departments including Health and Social Services (HSS), Infrastructure (INF), Housing Northwest Territories (HNT) and Finance (FIN). The Director is a member of the NTHSSA's Senior Management Committee and is expected to contribute broadly to the achievement of the NTHSSA's vision, goals, and strategic direction through strong leadership and management

activities. The Director may be called upon to present to the Minister HSS, Cabinet, and Committees of the Legislative Assembly or the Legislative Assembly.

The Director is expected to work within pressing client-imposed deadlines to maintain or enhance facility or departmental operations and to maintain effective diplomatic relationships with staff, visitors, and patients, which includes assisting with individuals and groups in conflict resolution, problem solving, and team building. These situations are frequently sensitive and complex, which requires concentration and attention to the clients' well-being while fulfilling the organizational needs. The impact of the decisions may have a significant impact on the safety, comfort, and well-being of patients, staff, LTC residents' quality of life, visitors and on the operational effectiveness of the organization.

The Director Stanton P3 and Facility Operations manages a team of several staff with the following direct reports:

- Manager, P3 Operations
- Manager, Stanton Territorial Hospital Facility Services
- Manager, Operations (Yellowknife Region)
- Manager, Territorial Biomedical Engineering (Health Technology)

DIMENSIONS

• Reporting Positions	4 direct, 19 indirect
• P3 PA operations annual budget:	\$30M
• Operations & Maintenance	\$19.5 million
• Capital	\$350M capital investment on facility
• Fleet Management	\$300K
• Health Technology	\$30M

RESPONSIBILITIES

- 1. Uphold and consistently practice personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace. Practice and ensure that any subordinate management and supervisory roles also prioritize staff mentorship and on-the-job training, including staff development in annual general objectives.**
- 2. Provides leadership for the GNWT management of the Stanton Territorial Hospital P3 Operations Project Agreement.**
 - Acts on behalf of the GNWT as the NTHSSA primary contact for the Stanton Hospital P3 Agreement, providing direction and leadership related to the P3 contract administration, change management, dispute resolution support and service delivery performance management.



- Acts as GNWT's authoritative expert on the PA and facility management matters for the NTHSSA, clients, internal and external stakeholders, and Project Co.
- Responsible for the administration of legal, financial, and operational matters for NTHSSA under the PA that administers the operations and maintenance of the STH facility.
- Advises and make recommendations to GNWT, NTHSSA, and Project Co on strategic direction regarding optimization of the hospital facility and the implementation of the facility management output specifications, payment mechanism and other relevant sections of the project agreement; review and confirm operating protocols and communications plans to meet the intentions of output performance specifications and optimize means for collecting and recording data.
- Collaborates with and responds directly to the GNWT/NTHSSA, and Project Co for all requests for information on facility management, building operations, regulatory compliance, and emergency preparedness, including preparing briefing communication notes and media inquiries.
- Briefs Ministers, Deputy Ministers, senior officials, Cabinet, and Leadership Council on the P3, its performance agreement and facility management.
- Responsible for reviewing and responding to complaints, concerns, and feedback regarding the performance of Project Co and its subcontractors and resolving issues in a timely manner.
- Participates in provincial and extra-provincial working groups and committees related to P3 operations, governance, oversight, and management.
- Maintains relationships with external stakeholders including contact with the Department of Health and Social Services (DHSS) for reporting, claims and related matters as they apply to P3 operations; ongoing contact with other external stakeholders as required.

3. Provides leadership for managing the operation, repair, maintenance, assessment, planning, and management of contracted services for STH Facility Services Operations.

- Responsible for planning, organizing, scheduling, and contract management of maintenance and engineering services of equipment and systems to support clinical operations at Stanton Territorial Hospital region in a safe cost-effective manner, to ensure compliance with established National standards, practices and regulatory acts and procedures
- Directs development, implementation, administration, and reviews programs to maintain the facility equipment and systems in a safe quality and cost-effective manner.
- Responsible for emergency preparedness for STH and ensures that hospital operations are consistent and comply with Accreditation Standards, Health Facility Standards and NTHSSA policies.



- Analyzes internal and external situations and data to facilitate planning and decision-making processes.
- Daily performance monitoring and auditing to ensure compliance with governing standards for all facets of operational support services within the hospital environment.
- Fiscally responsible for the delivery of services within the portfolio.
- Requires the challenging mental fortitude to manage expectations and demands as part of the ongoing indirect reporting relationship with the STH COO regarding facility operational concerns and support.

4. Provides leadership for managing the operation, repair, maintenance, assessment, planning, and management of contracted services for Yellowknife Region Facility Operations.

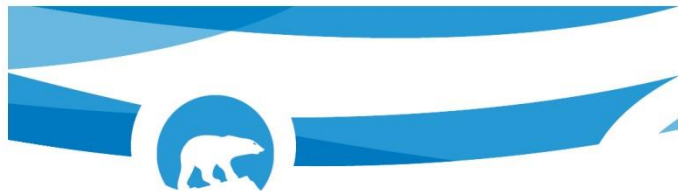
- Accountable for facility operations contracted services required for program operations.
- Responsible for contract administration, performance monitoring, and operational compliance.
- Responsible to interface with the Landlord and Infrastructure Leasing Division regarding operational issues or concerns.
- Oversee performance monitoring and auditing to ensure compliance with governing standards for all facets of operational support services within the healthcare facility environment.
- Oversees response and mitigation of operational issues including patient/staff/public service complaints, media, vandalism, misuse, and abuse of facility infrastructure.
- Provide facility operations support to Yellowknife Region facilities including leased buildings, community health centres, clinics, including supporting systems and equipment.
- Requires the challenging mental fortitude to manage expectations and demands as part of the ongoing indirect reporting relationship with the Yellowknife Region COO regarding facility operational concerns and support.

5. Provides leadership for managing the operation, repair, maintenance, assessment and planning of health technology resources for NWT and Nunavut.

- Directs and oversees the management of medical technology throughout the health facilities in the Northwest Territories (NWT) and the Kitikmeot Region of Nunavut.
- Reviews health technology inventory, identification of priorities, and future needs.

6. Responsible for NTHSSA Territorial Vehicle Fleet Management.

- Directs the NTHSSA vehicle fleet annual evergreening/surplusing processes in collaboration with DHSS and Department of Finance.
- Maintaining the vehicle fleet inventory, identification of priorities, and future needs.
- Develops NTHSSA territory wide Standard Operational Procedures (SOPs), 5-year fleet management plan, and practices for fleet vehicle management.



- Ensures vehicle fleet insurances and registrations are current and distributed to regional representatives.
- 7. Provides leadership as the NTHSSA's facility engineering professional to consult, assess, direct, and provide recommendations to NTHSSA's territorial facility operations teams.**
- Chair of the NTHSSA Facility Operations Committee to provide a territorial forum for information exchange and support related to operations and maintenance activities of facilities and leased space
 - To ensure that the NTHSSA's facilities operations ensure continued delivery of NTHSSA programs and services.
 - To foster and build relationships between territorial facilities operations personnel and other GNWT departments.
 - Discussions regarding anticipated immediate and future requirements as part of the capital planning process including identifying potential funding sources.
- 8. Responsible for management of NTHSSA's Computerized Maintenance Management System (CMMS) for scheduling, tracking, monitoring, and reporting on maintenance of NTHSSA assets.**
- Oversee contract management of the NTHSSA CMMS.
 - Reviews scheduling, tracking, monitoring, and reporting on maintenance of NTHSSA assets.
- 9. Oversees the strategic direction of quality-based operations and contracted services to facilitate NTHSSA healthcare programs.**
- Collaborates with the COOs of STH and the Yellowknife Region, and the Territorial leadership for the Operations services to identify current and future delivery requirements in Services through consistent territory-wide program development.
 - Collaborates and maintains positive relationships with other stakeholders including the Department of Infrastructure (INF), DHSS, other GNWT departments, Canadian Standards Association, and legislative Authorities Having Jurisdiction (AHJ).
 - Reporting directly to the CFO, the Director requires the challenging mental fortitude to manage expectations and demands as part of the ongoing indirect reporting relationship with the STH COO, YK region COO, and the CEO regarding facility operational concerns and support.
- 10. NTHSSA's facility engineering professional regarding the operations and management of the NTHSSA Tangible Capital Assets (TCA).**
- NTHSSA's facility engineering professional to consult, assess, direct, and provide recommendations to NTHSSA's territorial facility operations teams to ensure



operational compliance to all governing standards and legislation including interpretation and comprehension.

- Provides technical advice and recommendations on NTHSSA facility infrastructure issues for resolution including identifying appropriate stakeholder contacts for support.
- Collaborating with DHSS and INF senior management on the acquisition and delivery of approved capital items and projects.
- NTHSSA point of contact when entering new lease agreements, or renewals to ensure all terms and conditions serve the best interest of the NTHSSA.
- Acting as the primary NTHSSA representative on telecommunications matters.
- Oversees the NTHSSA accommodations asset inventory listing is updated as part of NTHSSA Executive leadership required reporting and strategic planning.

11. Participates as a member of the Senior team and provides recommendations in the overall corporate management of NTHSSA facilities.

- Provide recommendations and guidance to NTHSSA Executive with regards to asset management, facility operations, training, and associated equipment and systems needs and requirements.

WORKING CONDITIONS

Physical Demands

Normal office and may include walking throughout buildings daily to review facility issues including electrical and mechanical services areas, which may include climbing ladders, working at heights, or performing site/work progress inspections.

Environmental Conditions

No unusual conditions while in office; some exposure to biohazards, loud noises, vibrations, dirt, dust, and other safety hazards while in parts of the facility, as well as exposure to a variety of weather when reviewing outside facility issues.

Sensory Demands

No unusual demands.

Mental Demands

The position encounters competing demands and conflicting deadlines, involving politically and publicly sensitive issues. Decisions may have long range impacts on the health care system. Travel to regional facilities is required.



KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of capital planning and business processes and analysis.
- Knowledge of project management, and project delivery methods including design-bid-build, construction management, design-build, P3, including project teams involving third party consultants or participants.
- Knowledge of the practices, principles, and concepts of P3 projects agreements, and their day-to-day operational function.
- Knowledge of building codes, standards and regulations, and the application of architectural and engineering principles to the building design process.
- Ability to read and comprehend technical drawings and specifications for buildings, systems, and construction.
- Ability to define, lead, plan, direct, manage and implement business performance management, reporting and oversight of P3 performance agreements and management processes.
- Negotiation, collaboration, and consensus-building skills.
- Ability to work under pressure with multiple deliverables and deadlines.
- Ability to maintain diplomacy and tact and good business relationships.
- Ability to work collaboratively and take a lead role with consultants, colleagues, and stakeholders on large complex projects.
- Knowledge of specialized requirements in a health care environment.
- Interpersonal skills, including the ability to motivate changes in behavior and the creation of a positive work environment.
- Ability to identify root causes of issues and problems, and ability to negotiate and renegotiate as needed to resolve.
- Financial management and accounting knowledge; ability to read and understand financial statements; manage and produce budgets; create, monitor, and report on financial and performance metrics.
- Knowledge or ability to acquire knowledge, of northern communities, indigenous organizations, northern political environment and established contacts and existing relationships with stakeholders
- Ability to function effectively in a dynamic environment, including ability to effectively manage time, workload, and associated high stress situations.
- Knowledge of contract management includes understanding of contract language terms and conditions, assessing risks, and when to seek legal support.
- Skilled in the use of office, database and project management software applications including Microsoft office suite of programs (i.e., Excel, Word, PowerPoint).
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity in the workplace.

Typically, the above qualifications would be attained by:

A Master's degree in Engineering, with a minimum of 8 years of experience at a senior management level managing complex contracts relating to facility construction and services, including 3 years in the oversight of a P3 Infrastructure Performance Agreement, and including 5 years managing large construction projects in a Northern environment.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

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

Registration as a Professional Engineer with the Northwest Territories Association of Professional Engineers and Geoscientists (NAPEG) within 90 days of hire 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