



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Stanton P3 Project Officer	
Position Number	Community	Division/Region
48-15964	Yellowknife	Stanton P3 & Facility Operations / Territorial Operations

PURPOSE OF THE POSITION

The Stanton P3 Project Officer is responsible for contributing to performance monitoring of the P3 agreement through the active review and tracking of key dates and submissions of annual service plans and protocols and actioning the issuance and follow up for any applicable financial penalties. This position investigates and ensures resolution of client helpdesk tickets and participates in operations functions working groups designed to create and improve business processes. The position also collects data, provides preliminary analysis, and organizes information into reports and summaries for the use of the P3 Operations unit.

The position is responsible for the accurate tracking, recording, and processing of information for the Northwest Territories Health and Social Services Authority (NTHSSA) Facility and Fleet Management Unit and collects data, provides preliminary analysis, and organizes information into reports and summaries and participates in working groups designed to create and improve business processes with respect to facilities and managing capital assets.

The Officer is required to have close collaboration, communication and cooperation with several GNWT departments including Health and Social Services (HSS), Infrastructure (INF) and Finance (FIN), Housing Northwest Territories (HNT), Operational staff at Stanton Territorial Hospital (STH) and throughout NTHSSA, representatives in the private sector that are stakeholders as part of the Project Agreement (PA) and subcontractors responsible for maintenance and other services at STH under the PA.

SCOPE

NTHSSA is an independent public agency delivering a full range of health and social services programs and services under the jurisdiction of the Department of Health and Social Services (DHSS) to the public. The authority for NTHSSA to exist comes from the *Hospital Insurance and*



Health and Social Services Administration Act (HSSA). This includes the establishment and appointment of the NTHSSA Leadership Council (Council) to govern the Authority. A Finance Committee exists as a subcommittee of the Council that considers all financial matters before they are presented to the Council.

Although this is the overarching legislation, NTHSSA in partnership with DHSS has delegated authority to administer and comply with all or parts of many other NT health and social services Acts including but not limited to the: *Health Information Act, Health And Social Services Professions Act, Child And Family Services Act, Medical Care Act, Medical Professions Act, Mental Health Act, Midwifery Profession Act, Nursing Profession Act, Ophthalmic Medical Assistance Act, Optometry Act, Public Health Act and Social Work Profession Act*. Programs and services include primary, secondary, and tertiary health and social services covering family services, protection services, continuing care services, diagnostic and curative services, care placements, mental health, addictions, rehabilitation, and developmental activities. Along with the many clinics and health care centers operating throughout the Northwest Territories (NT), there are two hospitals under NTHSSA responsibility: a regional hospital in Inuvik and a one in Yellowknife servicing the entire NT. The hospital in Yellowknife is the STH and provides a full spectrum of acute, outpatient and extended care services. It is the largest Branch of NTHSSA and is a key part of the territorial integrated approach to healthcare.

Two jurisdictions, Hay River and Tł'chǫ within the NT deliver local health and social services independent of NTHSSA. This situation adds a layer of complexity as the administration and assurance that local services are provided at NTHSSA standards must be established through a collaborative arrangement documented in a Memorandum of Understanding (MoU) between each jurisdiction and the Authority.

The remainder of the NT is part of NTHSSA and is divided into five regions: Beaufort Delta, Sahtu, Dehcho, Fort Smith and Yellowknife with a Chief Operating Officer heading up each region.

NTHSSA also provides specialized medical services that are not available locally to residents of the Kitikmeot region of Nunavut through a formal agreement with the Government of Nunavut. Hospital and emergency health care services are also made available to non-residents employed and working in the NT in the mining and other business sectors through several third-party formal contracts with employers.

NTHSSA employees are part of the GNWT employment pool. NTHSSA is the largest employment entity within the GNWT departments, boards and agencies, with a very wide range of classifications of employees including medical specialists, professionals, management, office staff, union employees, 24/7 essential services, part-time, full-time, casual and shift work. Payroll management is therefore a complex and fundamental part of NTHSSA operations.



As a public agency, the Authority is required to comply with all relevant GNWT legislation, policy frameworks and manuals. Key financial and administration components of this obligation include the *NT Financial Administration Act (FAA)* and Regulations and manuals, *NT Public Sector Act (PSA)* and Regulations, Human Resources Manuals, GNWT financial and accounting policies and procedures, and Public Sector Accounting Standards (PSAS) and Generally Accepted Accounting Principles (GAAP). NTHSSA is directly accountable to the Council as well as DHSS, and through DHSS to the NT Financial Management Board (FMB), GNWT Executive Council (Cabinet) and the NT Legislative Assembly.

A public report including the audited financial statements must be tabled in the NT Legislative Assembly annually. The Office of the Auditor General (OAG) performs the audit of NTHSSA separate and apart from the GNWT audit. This results in a direct relationship between the OAG and the Authority.

Accurate, timely, comprehensive, and understandable financial reporting is essential, not only to prepare the annual audited financial statements but also to complete financial statements, claims and reports related to comprehensive funding agreements. The consequences of not meeting deadlines from various sources such as dates entrenched in legislation, set by the OAG, set by DHSS or other GNWT sources and/or included as terms and conditions of contribution agreements can be significant. These potential consequences include the loss of revenue, official criticism by the OAG, and political concern raised in the Legislative Assembly.

Operating at arm's length from government, the Authority is required to cover all expenses from the revenues received from public sector contribution agreements and MoUs, and contracts with the private sector. The primary contribution to operate comes from a complex core funding agreement from DHSS. As well, DHSS also provides several sources of targeted funding which are limited to specific programs and services and as such require separate accounting and reporting for each individual agreement. Many of these targeted contributions come through DHSS from the Government of Canada. These federal/territorial agreements have their own set of accountability requirements. In order to access these funds, NTHSSA must ensure the internal financial accounting structure and reporting meets the terms and conditions of these DHSS/Government of Canada agreements. NTHSSA also receives funding through the agreement with the Government of Nunavut, MoUs with Hay River Health and Social Services Authority and the Tł'chǫ Community Services Agency and private sector contracts for services to non-residents working in the NT.

Developing comprehensive fiscal policies and strategic plans and reliable budgets, establishing strong financial controls, ensuring all potential revenues are collected, implementing comprehensive accounting and tracking practices, and ensuring accurate and timely reporting is occurring are all essential to the ongoing success of NTHSSA. The Authority manages a full range of financial and accounting operations covering Operations Expenses and Revenues, maintains and manages its own Treasury functions; bank accounts; Accounts Receivable;



Accounts Payable; Materials Management; Comptrollership; protection of assets; contract administration; budgeting; fiscal planning; variance analysis, forecasting and reporting; financial statement preparation and reporting functions. Although the Authority operates its accounting and payroll systems on the GNWT's System for Accounting and Management (SAM) and utilizes GNWT Shared Services functions for processing transactions, it does not access GNWT central agencies directly for most centrally managed and coordinated services in conjunction with government departments. The Finance Branch is the "central agency" for NTHSSA performing many of the same functions as the Department of Finance (FIN) does for GNWT departments.

The NTHSSA is confronted with significant financial challenges due to substantially rising inflationary costs and constant growth in demand for services while funding sources are not keeping pace. This has resulted in a continual rising of the accumulated debt. This fiscal situation places a great deal of pressure on the Finance Branch to ensure NTHSSA can continue to cover operational needs and at the same time control expenditures as much as possible. In this environment financial sustainability has become a major concern.

Capital asset management also falls under the Finance Branch. The NTHSSA Annual Report and related Financial Statements focus on operations. "Ownership", value and financial accounting for Capital Assets including Public/Private Partnership (P3) projects and Other Capital Assets is retained by the GNWT through DHSS and therefore they are not listed in the Financial Statements as NTHSSA's assets. However, within the NTHSSA's Financial Statements, the Statement of Operations and Accumulated Deficit includes "grant-in-kind government contributions" with offsetting an "assets provided at no cost" expense for the use of these Capital Assets. These amounts are determined by the GNWT's amortization calculation, the value of donated assets, and the amount paid out by the GNWT on behalf of the Authority as lease payments as part of the STH P3 project.

STH was built as a Public/Private Partnership (P3) project. A major component of maintaining the building is therefore the responsibility of the Owner to oversee the private sector performance. Ensuring the STH facility remains at an acceptable standard in accordance with the output specifications which is managed through a very complex Project Agreement (PA) lead by NTHSSA in conjunction with HSS and INF. Facility maintenance requirements are referred to as hard services. The PA also includes services such as laundry, housekeeping and waste management, security and surveillance, and cafeteria/meal services, roads and grounds maintenance which are referred to as soft services.



Although NTHSSA's primary role is operational in nature, this cannot be achieved without proper capital investment in such specialized assets like hospitals, health clinics, major medical and laboratory equipment and a fleet of vehicles. For the most part, these assets remain the responsibility of GNWT with dedicated use turned over to NTHSSA. This relationship requires close collaboration and cooperation between the GNWT through HSS and INF, and the Authority to ensure NTHSSA's needs are met and assets are maintained at an acceptable standard.

Hospitals, clinics and health centers are required to operate within standards set by Accreditation Canada. These facilities, programs and services are regularly inspected to allow assurance that acceptable standards continue to be met. The Finance Branch participates in ensuring sufficient resources are available and facilities and equipment maintenance plans are in place to prevent losing accreditation which could lead to a program or service being shut down.

NTHSSA is comprised of seven Branches headquartered in Yellowknife. The Branches are Office of the Chief Executive Officer (CEO), Finance; Clinical Integration; Child, Family and Community Wellness; Corporate and Support Service; Regional Operations, and Stanton Territorial Hospital.

The Officer is part of the P3 and Other Assets Section under the Finance Branch, reports to the Manager P3 Operations and is located in Yellowknife.

Located at the Stanton Territorial Hospital in Yellowknife, the Stanton P3 Project Officer (Project Officer) reports to the Manager, Stanton P3 Operations, and works in a complex matrix management environment with NTHSSA, DHSS, Project Co Service Provider, and DBJV.

The Project Officer supports the Manager in maintaining an effective professional relationship with NTHSSA project stakeholders and Project Co, as the Manager is responsible to ensure that the PA is effectively and efficiently administered and that a successful relationship is maintained between NTHSSA project stakeholders and Project Co, by acting as a liaison between the parties.

The Project Officer is part of a team that ensures that deliverables are scrutinized and followed-up as necessary, and that outcomes meet expectations within negotiated parameters and costs and reporting on those outcomes; as well as ensuring that end-users in the facility have clear opportunities to make requests and/or highlight deficiencies through efficient processes, and that issues are resolved satisfactorily.



This position will directly contribute to ensuring that financial implication of failure to perform has been identified and appropriate action taken in accordance with the contract and will also contribute directly by assisting in the development and implementation of business processes that enable Stanton Hospital managers to write and submit 'Minor Works' items and support them in those efforts.

The NTHSSA is the single provider of all health and social services in the NWT, with unique collaborative arrangements with the Hay River Health and Social Services Authority (HRHSSA) and the Tłı̨chǫ Community Services Agency (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 DHSS, the NTHSSA has been established to move toward an integrated delivery system as part of the government's transformation strategy. Territorial and federal legislation inform the development of DHSS policies, which leads to operational policies, guidelines and standards of care that are developed by the NTHSSA for regional implementation.

STH is an accredited facility, located in Yellowknife, and is the referral center for approximately 43,000 NWT residents and 5,900 residents from the Kitikmeot Region of Nunavut. Stanton provides health care services to adults and children on an inpatient/outpatient and outreach basis to restore health with dignity.

The Project Officer contributes to ensuring the integrity of site operations in accordance with the public-private partnership (P3) agreement. It assists with linking non-clinical support services and operations; it assists in the resolution of issues between STH and the P3 Agreement private partners. The position is responsible to maintain and update a facility condition database and complete facility condition assessments which is used as a verification tool for auditing and tracking Project Co performance.

The incumbent applies project management methodology including, but not limited to: project planning/phasing, risk identification and contingency planning, communications, using project monitoring and evaluation techniques to ensure that implementation is done efficiently and effectively and the outcomes meet all project agreement requirements.

The Project Officer will work closely with the other positions in the P3 Operations team, collaborating to ensure efficiencies and avoid duplication of effort. This position will liaise with Service Provider, STH staff and the department managers, ensuring delivery of the services as outlined in the Project Agreement in a proactive and effective way, and ensuring full contract performance and service delivery is always maintained.



The position is responsible for the accurate tracking, recording, and processing of information for the NTHSSA Facility and Fleet Management Unit. This position maintains the NTHSSA accommodations asset inventory and any required updates for reporting purposes. The position also manages the planning, and implementation of the NTHSSA 5-year fleet management plan, maintaining the vehicle fleet inventory, identification of fleet vehicle priorities, vehicle specification development in consultation with NTHSSA program leads, vehicle evergreening/surplus processes, and policy and procedure development. The position collaborates with DHSS and FIN regarding vehicle fleet priorities and business processes.

DIMENSIONS

The source of the following information is the 2021-22 Annual Report:

- Number of Employees: 1804
- Budget: Revenues: \$381M
Operations Expenses: \$404M
- Combined Revenues: \$464M (96% from GNWT)
- Total Expenditures: \$498M
- Deficit: \$34M
- Accumulated Deficit: \$194M
- Net Debt: \$206M

Other key dimensions include:

- Financial Systems: SAM (System for Accountability and Management)
- PA lease operations annual budget: \$30M
- Capital \$350M capital investment on facility.
- Fleet Management \$300K

RESPONSIBILITIES

1. Ensures that all performance monitoring and reviews are coordinated in the project work plans of the Stanton P3 Agreement:

- Supports the Stanton P3 Project Agreement Administrator (Administrator), Manager, and Director Stanton P3 and Facility Operations (Director) in reviewing content of Annual Plans and Protocols to ensure they are up to date and addresses requirements for building operations.
- Tracks due dates of Annual Plans and Protocols and take appropriate action to ensure deliverables are submitted within established timelines.
- Reviews and confirms that the services delivered by Service Provider are in accordance with the standards required to maintain the Facility's full accreditations, and in compliance with authorities having jurisdiction.



- Maintains and updates the facility condition database and completes facility condition assessments used as a verification tool for auditing and tracking Project Co performance.

2. Responsible for P3 Project financial operations, tracking, and reporting:

- Implements and maintains financial tracking systems to capture financial cost data for P3 agreement including capital, Operations and Maintenance (O&M), and life cycle costing, as well as Minor Work requests, etc.
- Implements, monitors, and reports on the NTHSSA approved annual P3 budget including assisting with drafting of briefing notes for Director's review.
- Ensures Project Co/Service Provider self-auditing and reports have been sent (i.e.: glo germ, Preventative Maintenance logs, Infection Prevention and Control IPAC, etc.).
- Contributes to the resolution of all Project Agreement legal, financial, operational queries and/or disputes.
- Contributes to ensuring that financial actions align with NTHSSA goals.
- Collects data for various reports (i.e. financial, performance, etc.) provides summaries and analyses.
- Reviews Help Desk tickets from a financial and performance perspective, to determine if penalties are warranted and identify where penalties may not have been applied by the Service Provider.
- Reviews penalties assessed by the Service Provider to ensure they are correct.

3. Responsible for an operational daily review of Help Desk Tickets:

- Follows up with STH Operations and Service Provider on tickets/events not resolved.
- Maintains tracking of events that lead to unavailability.
- Maintains tracking of Temporary Relief or accommodation requests.

4. Responsible for contributing to performing operational monitoring:

- Supports and investigates on site monitoring of events and follow up for resolution.
- Consults with Infection Prevention and Control (IPAC) on work ongoing in building.
- Participates in monitoring of monthly performance indicators in PMR.
- Assists with ensuring all aspects of each Key Performance Indicator (KPI) has been met, tracking for compliance and penalties.
- Assists in the review of Service Provider work as completed through Minor Works/Project Change Instructions (PCI) or other events.
- Recommends and prepares documents for the Manager and Director to sign off work completed meets the NTHSSA's needs and specifications.
- Participates in developing terms of reference to establishing technical scope, schedule, and cost estimates for work requests.



5. Participates in assigned operational working groups and other meetings as required:

- Represents the Stanton P3 Operations team along with its priorities at working group meetings.
- Brings forward to the Manager any significant issues raised during operational, projects, or facility meetings for awareness and action.
- Proactively briefs the Manager and/or Director on any items of urgency or of critical importance.
- Compiles all required briefing materials for the Manager and Director regarding decisions resulting from these meetings.
- Provides recommendations with supporting rationales to Manager.
- Attends meetings with Project Co and/or Service Provider as required.
- Supports STH department Managers in developing/writing Minor Works requests or PCIs for review by the Manager and/or Director.
- Participates in project planning and implementation strategies to help maximize local/northern involvement for all capital and minor work requests.
- Participates in organizing, coordinating, and scheduling of P3 Operations team and STH staff training as required.
- Participates in the planning, coordination, and implementation of new and/or mandated NTHSSA infrastructure initiatives.

6. Develops, implements, and evaluates metrics and reporting mechanisms:

- Ensures project metrics and reporting mechanisms are in place for the day-to-day management of the project.
- Works with P3 Operations team to ensure that business process changes have evaluation frameworks developed to monitor and assess the success of the changes.
- Assesses, recommends, and develops tools for use by the P3 Operations team for effective and efficient performance management of the PA.

7. Responsible for the accurate tracking, recording, and processing of information for the NTHSSA Facility and Fleet Management Unit:

- Maintains the NTHSSA accommodations asset inventory listing is updated as part of NTHSSA Executive leadership required reporting and strategic planning.
- Collaborates with the NTHSSA regional representatives, DHSS, Northwest territories Housing Corporation (NTWTHC), Department of Infrastructure (INF), and Department of Finance regarding vehicle fleet priorities, identifying logistical and process efficiencies, and standardization of business processes.
- Completes the planning, development, implementation and updating of the NTHSSA 5-year fleet management plan including maintaining the vehicle fleet inventory database, identification of priorities, and future needs.
- Reviews and ensures NTHSSA vehicle specifications reflect program needs and consults with regional program staff.



- Completes the NTHSSA vehicle fleet annual evergreening/surplus processes in collaboration with DHSS and regional staff.
- Develops NTHSSA territory wide Standard Operational Procedures (SOPs) and practices for fleet vehicle management.
- Ensures required documentation is completed and submitted as part of inventory management.
- Ensures vehicle fleet insurances and registrations are current and distributed to NTHSSA regional representatives.
- Serves as the NTHSSA lead to provide support for all queries and questions related to vehicle fleet management including asset additions (purchases), leasing, maintenance, recall notices, and repairs.

8. Workplace Health and Safety: Employees of the Authority are committed to creating and maintaining a safe and respectful workplace for employees and patients/clients. Building a safe and respectful workplace is everyone's responsibility:

- All employees and contractors have a professional and personal responsibility to perform their duties to health and safety regulations, standards, practices and procedures.
- All stakeholders (management, staff, Union of Northern Workers (UNW), and Workers' Safety and Compensation Commission (WSCC)) need to ensure our Workplace Health and Safety Committee works effectively, with a shared purpose of continuous quality improvement in health and safety.

WORKING CONDITIONS

Physical Demands

Normal office and may include walking throughout the Stanton facility daily to review any facility issues within hospital program areas as well as electrical and mechanical plant services areas, which may include climbing ladders, working at heights, as part of performing site/work progress inspections.

Environmental Conditions

No unusual conditions while in office, some exposure to biohazards while in parts of the facility as well as loud noises and vibrations in mechanical rooms, dirt, and dust and other safety hazards as well as extreme cold temperatures when reviewing outside facility issues.

Sensory Demands

The incumbent in this position is subject to long periods of concentrated focus while working with computer programs such as word processor, and spreadsheets. The incumbent is further



subject to long periods of concentrated focus while reviewing design submission, quotations/tenders, policy and planning documents, and other related documents.

Mental Demands

The incumbent will have regular interactions with Stanton Hospital staff who may have divergent perspectives and demands resulting in conflicts. Interest based appropriate communications to assist in providing resolutions and solutions to issues is required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge and skilled in the application of accounting principles, operations, and contract management in a P3 environment.
- Knowledge of project management standards, techniques and methodologies, including milestone planning, budget administration.
- Skills with the use of office, database and project management software applications and programs, including, but not limited to Microsoft office suite of programs (i.e., Excel, Word, PowerPoint).
- Contract management skills including estimating and financial skills to develop and control budgets for construction and Minor Works projects.
- Negotiating skills to help mitigate complex issues and deal with contractors, consultants, and stakeholders.
- Collaboration and communication skills, both written and verbal.
- Time management and organizational skills.
- Ability to acquire a thorough understanding of P3 Project Agreements, particularly in a health delivery environment.
- Ability to work as part of a team, and exercise independent judgement within the scope of the position.
- Ability to assess situations, consider impacts, consult others as needed, and reprioritize when required.
- Ability to deal with individuals with a high degree of tact and diplomacy required.
- Ability to work closely and constructively with consultants and contractors.
- Ability to read and comprehend technical drawings and specifications for buildings and construction.
- 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 degree in Engineering (Electrical/Mechanical) or Business Administration with three (3) years of contract administration and project management experience.

Project management certification (PMP), and experience working in a health care and/or P3 contract environment would be considered assets. Knowledge of project management in a northern environment would be an asset.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Proof of immunization in keeping with 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