



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Stanton P3 Project Assistant	
Position Number	Community	Division/Region
48-15965	Yellowknife	Stanton P3 & Facility Operations / Territorial Operations

PURPOSE OF THE POSITION

The Stanton P3 Project Assistant is responsible for providing project logistical coordination and administrative support to the Manager, Stanton P3 Operations unit. This position is responsible for the effective organization, filing, tracking, and service auditing of all P3 Project Agreement information records related to the contract and providing process support and assistance to internal management clientele.

SCOPE

Northwest Territories Health and Social Services Authority (NTHSSA/Authority) 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* (HIHSSA). 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 Northwest Territories (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 centres operating throughout the 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 Stanton Territorial Hospital (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 Tłı̨chǫ 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 (HRHSSA) and the Tł'cho Community Services Agency (TCSA) 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.

NTHSSA enters major specialized contracts for medical supplies, medical equipment and pharmaceuticals including prescribed medications, vaccines, etc. along with contracts for other various goods and services. These contracts must be very specific and technical due to the nature of the goods or services being supplied. Effective and efficient materials and inventory



management and security of medical supplies, medical equipment and pharmaceuticals is essential. In addition to Materials contracts, many components of NTHSSA operations are performed through complex professional medical contracts.

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 HSS 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 centres 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 STH.

The Assistant is part of the P3 Operations 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 Assistant (Project Assistant) reports to and supports the Manager, Stanton P3 Operations in maintaining an effective professional relationship with the NTHSSA, project stakeholders, and Project Co as the Director Stanton P3 and Facility Operations (Director) ensures that all aspects of the P3 Agreement are met, including identifying and resolving deficiencies, identifying and managing risks, and maintaining value for money.

Reporting directly to the Manager, P3 Operations, the Project Assistant 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.

The incumbent will contribute directly by developing and implementing business processes that enable STH managers to complete and submit 'Minor Works' items and support them in those efforts. The Project Assistant will also support the team with respect to maintaining records and tracking all time-sensitive work items and related data for action and/or analysis by members of the P3 operations team, to ensure that team efforts are effective, and efficiently coordinated.

The position will complete financial processing of Project Co and the Service invoices including verification for accuracy, confirming goods and services were received,

The NTHSSA is the single provider of all health and social services in the NWT, with unique collaborative arrangements with 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. Health and social services 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 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 Assistant contributes to ensuring the integrity of site operations regarding the public-private partnership (P3). The position assists with linking non-clinical support services and operations and assists in the resolution of issues between STH and the P3 Agreement private partners.

The incumbent 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 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.

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
- Compensation & Benefits \$600K



• Operations & Maintenance	\$2.5 million
• Capital	\$350M capital investment on facility
• Fleet Management	\$300K

RESPONSIBILITIES

- 1. Provides Director, Manager, and P3 Operations team with administrative support services, including:**
 - Arranging and organizing meetings, phone calls, other appointments.
 - Typing correspondence, reports, executive briefing material, cabinet, and board submissions.
 - Assists in drafting discussion/decision documents on Project Agreement disputes from material provided.
 - Assists in the preparation of briefing notes as requested.
 - Assists with the preparation of Budget and Variance reports.
 - Attends meetings to record minutes and action items to compile, distribute and save to file.
 - Organizes daily incoming/outgoing mail and electronic messages and documentation for Manager's and Director's signature as required.
 - Creates and maintains complete record systems in accordance with GNWT practices (ARCS, ORCS, DIIMS), and assists with ATIPP inquiries as required.
 - Assists the Manager and Director in locating information for ATIPP responses, as required.
 - Receiving and effectively administer phone calls and messages for the Director and Manager.
 - Reconciling invoices and Visa logs.
- 2. Organizes information into applicable formats for usage, and assisting in the reviewing, monitoring, and maintenance of data:**
 - Creates required tracking systems appropriate to the needs of each requirement.
 - Assists with monitoring monthly performance indicators in the monthly Performance Monitoring Report (PMR).
 - Assists with the review of Annual Plans and Protocols.
 - Assists with tracking dates of when items are due and issuing reminders to the appropriate team member in advance.
 - Records completion of Service Provider work as completed through Minor Works or events.
 - Participates and assists with reviewing the self-auditing for housekeeping services and ensure reports have been issued by Service Provider (i.e., glo germ).
 - Performs facility condition inspections and creates reports.
 - Performs catering service timing audits to confirm performance is achieved.



- Collects data for reports and summarizes as needed.
- Assists with daily/weekly/monthly reports, and review of Help Desk Tickets, as well as following up with Service Provider and STH operations on tickets/events not resolved.
- Assists with the tracking of events that lead to unavailability.
- Assists with reviewing tickets from a financial perspective (i.e., flagging potential penalties).
- Assists with the review and tracking of temporary accommodation requests.
- Completes facility condition assessments to auditing and tracking Project Co performance.

3. Provides operational, process and administrative support to Stanton Hospital P3 stakeholders outside the P3 Operations unit as required, by:

- Providing administrative support and records management to Stanton P3 Operations team for various operational working groups (i.e., Help Desk, Food Services, Waste, etc.).
- Assisting P3 Operations team with development and clear communication of new and/or revised business processes.
- Providing recommendations for processes improvements within scope.
- Participating in discussions with respect to business processes that cross units.
- Ability to maintain diplomacy and tact during challenging discussions with Stanton Hospital staff and assist in resolving conflicts while maintaining good business relationships.

4. Contributes to the Project Agreement capital and minor works change management process efforts, by:

- Assisting the P3 Operations team in the development and implementation of workflow processes for capital and minor works requests.
- Providing support to the STH department managers in the use of the workflow processes and scope development as part of submitting requests for Minor Works and Project Change Instructions (PCIs).
- Maintaining regular tracking and reporting on Minor Works and PCI items including progress inspections, and certifying work is complete with required documentation.
- Following up with Project Co on missing items and/or deficiencies related to Minor Works and PCIs.
- Maintaining PCIs tracking sheet and ensures correct and timely routing of process forms for signature.

5. Prepares financial transactions for processing and reconciliation:

- Reviews monthly Performance Adjustment Report (PAR) and reconciles amounts against invoices.
- Reviews the monthly service payment (MSP) and reconciles invoiced amounts against approved contract changes, and deductions.



- Maintains historical tracking records of all PAR deductions, invoiced amounts, supervening events, Minor Works, and PCIs as required for reporting purposes.
- Reviews, prepares for approval, and submits for processing Project Co invoices for services as requested by Stanton Hospital departments.
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6. 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, spreadsheets, and financial documents review.

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 of financial concepts including budgeting, variances, accruals, invoicing, and applying penalty deductions.
- Understanding of office administration, including records management systems.
- Proven 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).
- Collaboration and communication skills, both written and verbal.
- Client service and interpersonal skills to communicate with senior management, STH staff, Project Co team, public, and contractors.
- Time management and organizational skills.
- Contract management and administration skills, preferably in building construction and operations.
- Ability to acquire a thorough understanding of P3 Project Agreements, particularly in a health delivery environment.
- Ability to work effectively as part of a team, and exercise independent judgement within the scope of the role.
- Ability to assess situations, consider impacts, consult others as needed, and reprioritize when required.
- Ability to work under pressure with deadlines and multiple deliverables.
- 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 two-year diploma in office management or business administration, and 5 years' experience providing administrative support to senior management or complex project team. Experience in supporting board governance, working with quality and risk management processes, and working in a health care setting would be considered 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