



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Territorial Manager, Information Management	
Position Number	Community	Division/Region
48-15980	Yellowknife	Corporate and Support Services/HQ

PURPOSE OF THE POSITION

The Territorial Manager, Information Management is responsible for the management of records for the Northwest Territories Health and Social Services Authority, and its Regions, consistent with Government of the Northwest Territories legislation, regulations and policies.

SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłı̄chǫ 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 Tłı̄chǫ 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 NWT. 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.

Located in Yellowknife, the Territorial Manager, Information Management (Manager) reports to the Executive Director, Corporate and Support Services, and is responsible for managing and implementing a framework for the full-life cycle of recorded information, including all types of media (paper records, electronic documents, photographs, etc.) from conception to disposition. This position develops, promotes, implements, and maintains the records management program for NTHSSA.

This position is required to understand how and why information is created, who should have access to it, how long it should be retained and when it should be eligible for disposition in the delivery of information management services. This involves the development of a wide range of effective Operational Records Classification (ORCS) policies, program and procedural recommendations to middle and senior management, to ensure compliance with established legislation and access to information is available for legal, audit, operational and administrative purposes. The Manager oversees and monitors the system-wide implementation of the GNWT's Administrative Records Classification System (ARCS) to ensure a standardized, compliant approach.

Information management is a dynamic and evolving field. The Manager must address the challenges raised by the growth of electronic records, email messages and emerging information technologies. The Manager contributes both technical expertise and knowledge in addressing NTHSSA's electronic information management needs to ensure records are maintained in a confidential, secure manner. The Manager provides leadership, guidance and assistance on the development and use of established information management policies and procedures, including the establishment of records classification and retention systems. The Manager develops and delivers training programs in the creation, maintenance, retrieval, storage and disposition of information, and provides expertise for the implementation and use of GNWT standard records management software.

The incumbent will regularly liaise with other Information Management and Technology colleagues within the GNWT, Records personnel of the Department of Health and Social Services (DHSS) and all NTHSSA's Chief Operating Officers (COOs), and will represent the NTHSSA on key information management issues, initiatives and projects.

The personal and confidential nature of much of the information contained within records, and within the scope of the position, has significant impacts in terms of risk management and quality assurance of client and patient information. The incumbent is required to follow the GNWT Code of Conduct and Oath of Office and Secrecy, the *Health Information Act* (HIA), and the *Access to Information and Protection of Privacy Act* (ATIPP).

The position has direct supervisory responsibility for Territorial Records Coordinator and the Territorial Records Technician positions. 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 NTHSSA, 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. Plans and coordinates for the development, promotion, implementation and maintenance of the overall information management framework.

- Develops Information Management Plans.
- Develops project and work plans for the implementation of information management.
- Develops information management communication and training plans.
- Provides leadership in the implementation of effective policies, guidelines and procedures to manage information.
- Participates in the review and development of new or existing information systems to ensure information content management considerations are taken.
- Represents in all matters relating to information management.
- Provides presentations and status updates to senior management on information management plans, projects, initiatives and any issues.
- Conducts periodic information management audits of divisional, regional offices and health centres records, to ensure that information management practices are maintained.

2. Oversees the development and maintenance of Operational Records Classification Systems (ORCS).

- Provides direction and oversight for the development of ORCS for operational records life-cycle management of specific program/mandated information, from conception to disposition.
- Coordinates and liaisons with Corporate Information Management, Department of Infrastructure, and the Northwest Territories Archives to obtain approval of NTHSSA's ORCS.
- Interprets pertinent legislation, regulation, and policies for the development of ORCS to ensure the legal and regulatory requirements of information retentions are adhered to.
- Assists with and provides direction for program function and activity interviews and surveys for the purpose of collecting information to develop ORCS.
- Interprets organization structures to identify information work-flows.
- Researches and analyzes information from other jurisdictions with similar program information for developing ORCS.
- Oversees and reviews ORCS amendments when the Authority program structure is reorganized.

3. Oversees the management of electronic information, including health information.

- Develops strategies to apply records management principles to both structured and unstructured electronically stored information, including strategies to assure reliability, availability, integrity and usability of electronic records throughout their lifecycle, as well as disposition when their retention has been met.
- Liaises with other Territorial Managers on the practice of acquiring, analyzing, and protecting electronic health information which is vital to providing quality patient health care.

- Assists in the development of policies and implements policies for the management of electronic records including the retention, destruction and archival storage requirements of the records.
- Maintains an automated database listing of files using the GNWT Digital Integrated Information Management System (DIIMS).
- Establishes a centralized electronic filing system for shared network space, to ensure staff has access to the information and records they require in fulfillment of their duties.
- Develops procedures and guidelines for the proper use of shared network spaces.
- Plans the future development of an interdivisional electronic records management structure to encompass all electronic records (scanned, emailed, etc.).

4. Manages the provision of assistance provided to divisions, regional offices and health centres for NTHSSA's recorded information.

- Provides leadership in the implementation of effective policies, guidelines and procedures to manage information.
- Provides guidance in the development and delivery of records management training presentations and workshops, and training materials for all staff to implement and use records management policies, procedures and systems.
- Oversees the development of standardized records management practices, including implementing and supporting the GNWT's standard records management system, DIIMS.
- Oversees the guidance and assistance to divisions, regional offices, health centres with the implementation and use of the GNWT Administrative Records Classification System (ARCS) and NTHSSA's Operational Records Classification Systems (ORCS).
- Provides records management advice and assistance to staff and senior management, as required.
- Provides advice and support to staff on the quality assurance and control of patient health information.
- Assists to identify and manage records that are ready for final disposition, which includes destruction, transfer to the NWT Archives, or ownership transfer to another government department, board or agency.

5. Collaborates and assists NTHSSA staff and management to ensure timely access to information.

- Documents and understand the reporting and information extraction capabilities of information systems.
- Works with managers and decision makers to ensure timely access to existing system reports, or documents the necessary requirements for querying systems to generate new reports.
- Assists the Release of Information Clerk in locating and retrieving patient health information from various sources for HIA and ATIPP requests.
- Assists staff and managers in locating recorded information, in all media formats, to facilitate informed decision making.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

There are frequent interruptions during the day, including provision of support and direction to subordinates, as well as handling queries for access to various types of records from program managers and staff throughout the organization.

Travel to regional offices and health centers for training and assisting with records management occurs one (1) to two (2) times per quarter throughout the year and typically for one (1) to two (2) days.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of records management theory and practice.
- Knowledge of best practice standards, guidelines, and relevant legislation on records management.
- Oral and written communication skills to be able to communicate effectively in meetings and throughout presentations and training.
- Ability to conceptualize, plan, implement and manage projects.
- Strong sense of organizational awareness.
- Ability to operate effectively in cross-cultural environments.
- Ability to conduct thorough research and keep up with new information management standards.
- Skills and problem solving relating to information technology issues as they relate to information management.
- Ability to schedule and complete combinations of tasks with conflicting priorities and/or deadlines.
- Computer skills and ability to maximize utilization of information and records management software.
- Ability to provide subject specific training to a wide and diverse audience.
- Ability to maintain high standards of data integrity, confidentiality and security of personal and private information.
- Ability to motivate and manage staff.
- Critical and analytical thinking skills and the ability to exercise sound judgment.

Typically, the above qualifications would be attained by:

A Degree in Information Management of related field (Archival Science, Library and Information Science), plus 3-5 years directly related experience including at least one year experience utilizing strategic planning, and course development and delivery.

Equivalent combinations of educational qualifications and experience will be considered on an individual basis.

ADDITIONAL REQUIREMENTS

Assets include:

- Experience working at the hospital and/or regional level within the NWT or experience in the Canadian healthcare environment.
- Management or supervisory experience in an isolated or Northern type environment.
- Experience in a cross-cultural setting.

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