



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Director, Public Health and Primary Care Services	
Position Number	Community	Division/Region
48-16472	Yellowknife	Public Health and Primary Care Services /Territorial Operations

PURPOSE OF THE POSITION

The Director, Public and Primary Health Care Services is accountable for providing senior leadership to and strategic direction to Public Health Services, Primary Care Services, Community Health Centre Services, Chronic Disease Management, Correctional Health Services, Infection Prevention and Control, and Oral Health Services for the Northwest Territories Health and Social Services Authority (NTHSSA).

This position establishes territory-wide program and service plans, including program standards, policies and procedures and operational reporting requirements for insured health services delivered within the six regions of the NWT, in accordance with the policy direction and legislative requirements established by the Department of Health and Social Services (DHSS).

SCOPE

Located in Yellowknife, the Director Public Health and Primary Care Services (Director PHPCS) reports to the Executive Director, Clinical Integration (ED, CI). This role provides expert advice and guidance to the EDCI and the Senior Leadership Team to facilitate the provision of effective health services across the NWT.

This role leads a collaborative process to establish common and consistent practices for Health Services that will ensure a common standard of quality care for patients and clients across the NWT. The Director is responsible for providing territorial functional leadership, subject matter expertise, and procedural/policy guidance for Health Services to all NTHSSA Regions, and for liaising with the Tlicho Community Services Agency and the Hay River Health and Social Services Authority, in the delivery and review of health programs.



The NTHSAA is the single provider of all health and social services in the NWT, with the exception of the Hay River and Tlicho 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 is defined as the full range of primary, secondary and tertiary health services and social services including child and 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 Department of Health and Social Services, the NTHSSA is established to move toward one integrated delivery system as part of the government's transformation strategy. As a key member of the Leadership Team, the Director PHPCS will lead the integration of public health services, primary care services, community health center services and Infection prevention and control across six health & social services regions and ensure efficient and effective service delivery. The Director PHPCS will also establish a close working relationship with the Tlicho Community Services Agency (TCSA), and the Hay River Health and Social Services Authority (HRHSSA), to facilitate uniform program and service delivery across the NWT. The Director PHPCS is accountable for working collaboratively with leaders in the other authorities to enable effective operational planning and service delivery for health services across the NWT.

The Director PHPCS will provide functional leadership to Public Health Services, Primary Care Services and Community Health Centre Services, Chronic Disease Management, Infection Prevention and Control, and Oral Health Services to ensure a fully coordinated health system for NWT clients/patients. Also included are the establishment of contractual arrangements with non-government organizations (NGOs) and Service Providers, for the provision of health system components (i.e. dental services, NGOs delivering seniors care, etc.). As a member of the NTHSSA Senior Leadership Team, the Director PHPCS contributes to the development of the overall strategy for health and social services delivery throughout the territory, particularly with respect to Public Health, Primary and Community Health Centre Services and Infection Prevention and Control. The Director PHPCS leads the planning, monitoring, and evaluation of these services, ensuring alignment with the overall health and social services strategy for the NTHSSA, in collaboration with the COOs and their respective staffs to ensure the most effective provision of these services.

The Director PHPCS will work collaboratively with the COOs, CEOs and appropriate groups of professional and non-professional staff within each region in the NWT to ensure that territorial policies, standards and quality expectations are met at both the regional and territorial levels.

The Director will be accountable to the EDCI for ensuring quality services are delivered to clients/patients, and that all Public Health Services, Primary Care Services and Community Health Centre Services provided and/or procured by the Authority are in alignment with the Authorities vision, mandate, and strategic priorities. The Director PHPCS will work closely with



the Territorial Medical Director on setting operational indicators and ensuring that appropriate orders and guidelines are in place for health care practitioners.

The Director is responsible for setting the strategic direction for the NTHSSA IPAC program to protect clients/patients/residents from health care associated infection; establishing and implementing quantitative and qualitative outcomes that are expected for the infection and prevention control programs; oversees the establishment and implementation of communities of practice that support IPAC services and collaborates with IPAC providers nationally; oversees the development, implementation and sustainability of education and training in IPAC protocols for health care providers, clients/patients/residents and their families; oversees the establishment, implementation and sustainability of a multidisciplinary infection prevention and control committee; and oversees the establishment and use of Process surveillance indicators, complete practice audits, collect data, analyze, benchmark and report outcome indicators.

As a member of the Clinical Integration leadership team, the Director PHPCS works closely with the Directors of Lab and Diagnostic Imaging, Health Services, Continuing Care Services and Mental Health and Addictions in ensuring collaboration and teamwork across the divisions. The Directors must ensure that services are complementary and intentionally patient – centered in order to ensure equitable access as well as equitable division of authority resources.

The Director PHPCS will work collaboratively with the Department of Health and Social Services to ensure that programs and services provided by the Territorial Health and Social Services Authorities (THSSA's) are consistent with Departmental directions, priorities, policies, standards, regulations and legislative requirements. Areas that will require closest collaboration will include:

- DHSS Chief Public Health Officer of the NWT, accountable for public health, including surveillance, disease prevention and control, and public health emergencies, as it pertains to health services. The Director PHPCS will work closely and frequently with the CPHO.
- DHSS Health Programs, accountable for territorial strategy and standards for Primary Care and Community Health Center services.
- DHSS Community, Culture, and Innovation, coordinate and plan for territory wide Primary Health Care Reform in an intentionally person-centered way that focuses on engaging with Indigenous peoples and communities in a meaningful way.
- DHSS Policy, Legislation and Communication, accountable for establishing legislation, regulations, and policies that define the scope of services, as well as service delivery, privacy and official language requirements for funded health programs and services.
- DHSS System Strategy, Performance and Accountability, accountable for



requirements relating to evaluation, reporting, and monitoring of outcomes achieved by health programs and services.

This position carries out its responsibilities in accordance with GNWT acts, regulations, policies, and departmental procedures that include the Health Information Act the Public Service Act, Public Service Regulations, Human Resource Manual, Staffing Appeals Regulations and various other government policies. As well, the Director must work within the terms of any agreements reached with unions. This position carries out its responsibilities in accordance with the Public Service Citizen-Centered Approach to provision of services, including using Citizen-Centered Service Improvement Tools and Techniques to continuously enhance service delivery.

The Director PHPCS leads a team of approximately 30 staff providing leadership to Public Health, Primary Care, Community Health Centres, IPAC, and Oral Health throughout the Territory. The Director is responsible and accountable to ensure services meet or exceed territorial and national standards.

The Director has four (6) direct reports, some of whom have dual accountability for regional delivery of health services in addition to their territory-wide responsibilities. They are:

- Territorial Manager, Primary Care and Community Health Centres
- Territorial Manager, Public Health
- Territorial Nurse Practitioner
- 2 Territorial Public Health Program Assistant
- Territorial Manager, Infection, Prevention and Control

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. Establishes and advises on the model for delivery of public health, primary care and community health centers and infection, prevention and control services provided by the NTHSSA, in a manner consistent with the direction established by the DHSS, best practices, and with sensitivity to the need allow for local variation to best accommodate population health needs and service delivery challenges.
3. Leads the development of operational program plans, standards, policies, procedures and guidelines for health services, and makes recommendations to support the development of clinical tools and resources to be used for health program delivery throughout the NTHSSA, by means such as (but not limited to) ongoing development and updating of clinical



standards, frameworks, manuals, policies and procedures, and practice guidelines that support program delivery at the territorial, regional and community level.

4. Establishes and ensures regional compliance with quality standards for public health, primary care and community health centre services delivered by the NTHSSA, as required by the DHSS, and in consideration of the resources available, best practices, regulatory bodies, and applicable legislation.
5. Leads territory-wide planning, in collaboration with regional COOs for health services delivered by the NTHSSA, with sensitivity to the need to allow for local variation in order to best accommodate regional and territory-wide population health needs and key delivery challenges. This includes collaborative agreement of service delivery priorities, development of staffing models, and territory-wide resource planning to optimize service delivery impact in a multi-disciplinary team environment.
6. Advises Senior Leadership, including the Office of the Chief Public Health Officer on the service volumes and clinical outcomes that are expected for public health, primary care and community health centre programs and services delivered by the authority, in consideration of the resources available to support service delivery.
7. Establishes metrics to facilitate quantitative and qualitative outcomes in collaboration with DHSS and COOs/CEOs, and leads the auditing, monitoring, and evaluation of Public Health, Primary Care and Community Health Centres provided by the Authority against those measures.
8. Accountable for monitoring compliance with territorial standards and legislation and provide forecasts and assessments outlining current and/or potential future changes to services.
9. Ensures compliance of the NTHSSA to DHSS reporting requirements for the programs and services being delivered and assists regions with reporting responsibilities, to ensure that appropriate monitoring and tracking of service delivery volumes, quality and outcomes takes place.
10. Develops and implements quality improvement priorities and approaches for public health, primary care and community health centre services delivered by the authority, and supports the regions in the delivery of quality improvement initiatives.
11. Addresses compliance issues with program standards and expectations, or when results/outcomes are not as expected, in collaboration with regional COOs and regional leaders for public health, primary care and community health centre services.



12. Supports the development of communities of practice, engaging those teams and professions jointly involved in delivering public health, primary care and community health centre services within and between the regions to ensure that high quality, accessible and effective services are being delivered to the people of the NWT. Leverages expertise available within the regions to share knowledge and progress already made in the development of tools, resources, and requirements for clinical programs.
13. Engages external resources, service providers and solicits professional advice relating to clinical activities, ensuring that evidence and best practice considerations have been incorporated into program and service expectations established.
14. Works collaboratively with regional leaders and Director Talent and Organizational Development to identify skills and training development needs and priorities, to ensure that professional development opportunities are in place to support quality delivery of health services.
15. Liaises with Department of Health & Social Services, the Office of the Chief Public Health Officer, and other departments and agencies as needed, to plan for and enhance the delivery of public health, primary care and community health centre services in the territory.
16. Participates, as a member of the Senior Leadership Team, in the development of NTHSSA strategic planning, particularly with respect to public health services, pandemic response, primary care, and community health centre services and their integration into wider delivery of health and social services in the NWT.
17. Provides innovative leadership to a broad range of health program partners and stakeholders in a time of substantial change and opportunity with the GNWT.
18. Establishes and leads implementation of the NTHSSA Pandemic Response Plan in collaboration with other Senior Leadership.
19. Establishes conditions that support a healthy workplace, optimal performance and development of staff through performance management, human resource planning, creation of positive learning environments and planning for change.

WORKING CONDITIONS

Physical Demands

No unusual demands.



Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

Travel to all regions on a regular basis throughout the year is required. There will be considerable demands placed upon the Director by internal and external stakeholders to quickly develop solutions and achieve results. The demands on the local and national health and social services system may hamper the incumbent's ability to meet these demands.

KNOWLEDGE, SKILLS AND ABILITIES

- Leadership skills in the area of health services and/or health and social services.
- Skilled in leadership of health and social services administration.
- Knowledge of health, and public health legislation, regulation and policy.
- Knowledge of, or the ability to acquire knowledge of, the health and social services system within the NWT, including the different departmental programs, program delivery models, and the socio-cultural and political environments in the NWT.
- Knowledge of the *Health Information Act*
- Knowledge of program planning and evaluation methods in the health and social service sectors.
- Knowledge of best practices in quality, safety, and client experience in health and social services sectors, including international and national best practices as published by agencies and institutions (e.g. Institute for Healthcare Improvement, Accreditation Canada, Public Health Agency, Canadian Patient Safety Institute, Provincial Agencies in Health Quality (e.g. Saskatchewan Health Quality Council, Health Quality Council, Health Quality Council of Alberta, BC Patient Safety and Quality Council, Manitoba Quality Network, New Brunswick Health Council, Patient Canada), as well as knowledge of quality, safety, and client experience academic literature and current national trends.
- Knowledge of the methods for incorporating program and service delivery evidence into practice.
- Management and interpersonal skills in order to lead and guide others to accomplish tasks and meet desired targets.
- Communication, coaching and motivational skills in order to share a clear vision and optimize human resource performance.
- Organizational, time management, analytical, facilitation and presentation skills.
- Ability to analyze, evaluate and interpret a wide range of information and apply it within the social, economic and political environments of the NWT.



- Citizen-centered client service and critical thinking skills, with an ability to see the bigger picture.
- Ability to lead and motivate both professional and non-professional staff, including those who have accountabilities to other employers or to professional associations.
- Knowledge of management in a unionized work environment, competency-based performance, and labour relations within a public service employment environment.
- Ability to build and maintain working relationships with colleagues throughout the health and social services system nationwide and with partners outside the government.
- Sensitivity to geographic and cultural needs of people, understanding how community and culture impact the delivery of health care.
- Ability to use (application administrator level) information and communication technologies as they relate to provision of services, such as eHealth, Laboratory Information System (LIS), Picture Archiving and Communication System (PACS) and Radiology Information System (RIS).
- 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 Master's Degree in a relevant field, and a minimum of eight (8) years of related, relevant experience, including a minimum of three (3) years' experience managing people and resources.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

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