



IDENTIFICATION

| Department | Position Title | |
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| Northwest Territories Health and Social Services Authority | Territorial Manager, Public Health | |
| Position Number | Community | Division/Region |
| 48-16473 | Yellowknife | Public Health and Primary Care/Territorial Operations |

PURPOSE OF THE POSITION

The Territorial Manager, Public Health is responsible for leading the development and implementation of consistent delivery of public health strategies, standards, guidelines and protocols for prevention and control of communicable disease and provision of immunizations in all areas of the Northwest Territories Health and Social Services Authority (NTHSSA) where public health services are delivered. Leadership includes the strategic planning, implementation, maintenance, and evaluation of core public health and immunization standards.

The overarching function of this role is to ensure that communicable disease and public health services are delivered consistently across all health services in the NTHSSA and in alignment with the *NWT Public Health Act*.

SCOPE

The NTHSSA is the single provider of all health and social services (HSS) in the Northwest Territories (NWT), with the exception of Hay River and Tłı̨chǫ regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. HSS 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 HSS staff.

While the Tłı̨chǫ 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 was established to move toward one integrated delivery system as part of the Government of the Northwest Territories (GNWT) transformation strategy. The NTHSSA sets clinical standards, procedures, guidelines and monitoring for the entire NWT. While the TCSA operates under a separate board, and HRHSSA remains separate in the interim, Service Agreements will be established with these boards to identify performance requirements and ensure adherence to clinical standards, procedures, guidelines and policies as established by the NTHSSA.

Leading a collaborative process between the Department of Health and Social Services and Health Authorities, this position requires the incumbent to be aware of strategic and organizational standards and determine indicators for the purpose of quality improvement as they relate to the Public Health services provided to all age groups ranging from neonate to geriatrics. This position collaborates with National, Territorial, Regional, and professional practice leadership to establish performance improvement activities and works to ensure the competency of Public Health personnel is maintained.

The Territorial Manager, Public Health (TMPH) reports to the Director of Public Health and Primary Care (Director). The TMPH will directly supervise Specialist positions and indirectly support the Regional Public Health Nurses. The TMPH will be required to regularly act for the Director.

The TMPH manages a budget of approximately \$2 Million annually. Working in collaboration with other system leaders and stakeholders the TMPH will develop and lead the implementation of NTHSSA Public Health, core, and immunization program initiatives. The incumbent will draw on input from internal and external stakeholders to develop specific strategies and innovative approaches that will achieve Territorial objectives for public health practice.

This position requires direct work with Regional Managers accountable for public health services and regional Chief Operating Officers (COO) to provide strategic guidance in the consistent delivery of quality public health programs. The decisions and recommendations made by the incumbent will consider the unique needs in given regions, but with the goal of having the optimal territory-wide impact on public health and cancer screening outcomes, including the effectiveness and efficiency of human resources, and program and service delivery.

The TMPH is responsible for providing territorial functional and operational leadership, subject matter expertise, and procedural/policy guidance of public health delivery to all NTHSSA Regions, and for liaising with the TCSA and HRHSSA. The TMPH will lead NTHSSA



Public Health services through Accreditation, with the goal of supporting the ongoing process of assessing health and social services organizations against standards of excellence.

The incumbent deals with people in a variety of organizations on sensitive issues where there are frequently changing priorities, conflicting interests and perspectives.

This position carries out its responsibilities in accordance with the Government of the Northwest Territories (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 incumbent must work within the terms of any agreement reached with NWT unions.

The TMPH is responsible for coordinating and supporting staff in Quality Indicator initiatives and will need to ensure that staff and themselves are comfortable and familiar with Authority approved indicator frameworks and trainings.

The Territorial Operations Public Health Unit supports public Health staff across the territory in various settings: 20 Community Health Centers, Public Health Units, Primary Care Clinics, Hospitals, Corrections facilities, schools, and outreach sites.

RESPONSIBILITIES

1. Lead strategic planning for delivery of Public Health, to enhance the health and wellness of the people of the NWT through improvements in quality and consistency.

- Assessment of priority needs, based on the Director, and collaboration with DHSS, NTHSSA Regional Managers and leaders in the Tłıchǫ Community Agency and HRHSSA and target outcomes for Public Health.
- Lead the development of a system for continuous quality improvement activities within Public Health services.
- Recommend the most effective methods of resources allocation to support efficient and effective service delivery for Public health.
- Develops and annual operational plan that outlines specific strategies and initiatives for Public Health which will collectively contribute to the execution of strategic objectives determined by the NTHSSA.

2. Lead strategic planning for delivery of core public health and immunization programs and services within the NTHSSA through improvements in quality and consistency of public health programs across the NWT.

- Lead program planning, monitoring and evaluation activities.



- Identify current and future program delivery requirements following an interdisciplinary service delivery model and based on evidenced best practice.
- 3. Ensure the development and maintenance of NTHSSA Public Health manuals, clinical practice standards, guidelines, policies, procedures, and protocols related to core public health services and immunizations including record keeping and reporting.**
- Research, review and recommend new or improved public health legislation, regulations, standards, policies and guidelines for core public health services, communicable disease and immunization programs.
 - Direct the development, implementation, monitoring and evaluation of directives, standards and procedures governing the delivery of programs and services.
 - Analyze and assess the implications of policy and legislative initiatives and assess the impact these have on program and service delivery.
 - Consult and collaborate with key stakeholders including regional managers, professional bodies, government agencies, and client representatives to determine common policies, procedures and standards for public health services.
 - Develop quality improvement indicators for monitoring and evaluating the NTHSSA's compliance to territorial legislation, regulations, standards, policies, and guidelines, and sets out auditing and monitoring requirements to be met by regional teams.
 - Provides reporting on quality outcomes indicators to NTHSSA senior management.
- 4. Enable and promote consistent execution of core public health services and immunization services and strategies across the NTHSSA by providing innovative leadership to a multidisciplinary team of regional managers, territorial specialists and other professional service providers.**
- Work collaboratively and communicates program priorities and goals with COOs, regional managers, and territorial specialists.
 - Implement evaluation mechanisms to determine program delivery effectiveness in meeting goals and objectives and conducts program evaluation by analyzing epidemiological data.
 - Monitor and evaluate programs, service quality with input from clients and families, and with a lens of cultural safety.
 - Coordinate investigations and reviews of serious incidents and/or complaints relating to the delivery of programs and services and implement interventions as appropriate.
 - Develop action plans in response to program indicator performance, including regular reporting on outcomes and indicators.
 - Represent NTHSSA at Federal/Provincial/Territorial Public Health, Communicable Disease Prevention and Control and Immunization Working Groups.



- Ensure representation of Territorial Public Health at NWT working groups for core public health services, Communicable Disease Prevention and Control and Immunization Programs.
- 5. Establish and maintain a core set of policies and procedures for public health practice across the NTHSSA, for core public health services and immunization. Actively review and revise policies and procedures according to the NTHSSA Policy Framework and as needed.**
- Promote clients' and families' involvement in planning and service and program design and ensure policies and procedures are developed with a culturally safe lens.
 - Determine areas where service delivery can be customized or tailored to meet individual and regional needs in collaboration with Regional Managers, COOs, other NTHSSA Program areas, and Chief Public Health Officer.
 - Ensure effective communication of policies and procedures and provide guidance and support for consistent implementation.
 - Travel to regional centers to conduct audits as required.
 - Ensure policy and procedures development aligns with strategic and organizational priorities.
- 6. Provide and ensure access to clinical, subject matter expertise, including the development, presentation and participation in education sessions on core public health services and immunization for public health leaders, health care providers, practitioners and the general public across the NTHSSA.**
- Provide subject matter expertise, guidance and direction as required to Regional Managers, and NTHSSA Leadership in the area of core public health services and immunizations.
 - Provide expert advice and guidance to professionals to interpret legislation, standards, policies, and guidelines to support the planning, implementation, and evaluation of immunization programming.
 - Research, review and recommend new approaches and strategic directions for improving core public health services and immunization programming.
 - Ensure the NTHSSA stays current on emerging issues, trends, and best practices.
 - Ensure that effective communication procedures and protocols are in place to inform health care professionals of program changes.
- 7. Coordinate the delivery of ongoing and innovative changes to Public Health Services that are required to meet Territorial needs, Accreditation Canada standards and service excellence, applying research and seeking regular feedback.**
- Chair the Public Health Territorial Quality Teams as delegated for the purpose of supporting/facilitating, policy and procedure development, quality improvement activities and innovations in programs and services.



- Identify, establish and communicate standards, needs, policies and procedure for Territorial Quality Teams.
- Lead the development of those Territorial Quality Teams programs protocols and care pathways that assist in the standardization of services.
- Manage the performance of Territorial Quality Teams programs to meet or exceed performance benchmarks.
- Conduct regular meetings with Regional Managers to plan programming and models of care delivery.
- Provide venues and opportunities for clients and families to identify opportunities for improvements in their care early in the process, contributing to improved risk management and increased safety.
- Work collaboratively with the Territorial Quality and Client Experience Team to implement program, and policy updates to align with the Accreditation Canada Standards of Excellence.
- Identify, establish and communicate standards, policies and procedure for all Public Health services and programs as it related to the Accreditation Canada process. Leads the development of the program protocols and care pathways that assist in the standardization of Public Health services.
- Work collaboratively with the Territorial Quality and Client Experience Team to ensure team members receive an orientation and education on Accreditation Canada's Program and the Accreditation Process.
- Develop and implement individual team action plans alongside COOs and Regional Managers, based on results of any work required to align program with standards, and recommendations from the onsite Accreditation Canada Surveys.
- Collaborate with the Territorial Quality and Client Experience Team and the Territorial Quality Teams to develop and track program indicators.
- Report work plan progress to the Territorial Quality and Experience Team.
- Promote clients' and families' involvement in planning and service design, as well as quality and safety issues at the organizational level, including quality improvement and client safety activities.

8. Provide people and financial management leadership for Territorial Public Health Services of Clinical Integration

- Lead the Public Health Services Team in line with current GNWT human resource practices and policies.
- Promote and support collaborative and equitable labour relations practices. Is aware of and follows the GNWT Human Resource Policies and Guidelines and the Union of Northern Workers Contract.
- Conduct regular meetings with staff and follows performance management practice of GNWT.



- Participate in the screening and selection of staff reporting directly to the incumbent in conjunction with the Human Resources staff.
- Review job descriptions to reflect work responsibilities of staff.
- Ensure ongoing analysis of financial data to include monitoring program expenditures and provide variance explanations.
- Develop, deliver and/or facilitate the delivery of orientation, in-service training, certification, and re-certification programs.
- Ensure Public Health Services work plans reflect Territorial Manager's annual operational plan that outlines specific strategies and initiatives for Public Health which will collectively contribute to the execution of strategic objectives determined by the NTHSSA.
- Review monthly budget variances and report on any deficits.
- Collaborate with the Director on the development of the Territorial Public Health Budget.
- Engaged in securing funding for securing Public Health core funds and project funding.

9. Workplace Health and Safety: Employees of NTHSSA 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, 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.
- All Managers play an active role in workplace health and safety through their daily management: identifying prevention opportunities, ensuring staff are trained in Risk Monitor Pro or other incident reporting systems, investigating potential risk and accidents, and applying timely corrective measures.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual demands.



Sensory Demands

No unusual demands.

Mental Demands

Incumbent experiences uncontrolled workflow, overlapping demands and numerous interruptions that could cause disruption in carrying out duties in a timely manner.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of program management, including budget development, preparation, and control to ensure financial responsibilities are carried out effectively and efficiently.
- Ability to develop and maintain positive working relationships with individuals, agencies, elected community leaders, and employees in order to communicate program information, including the ability to obtain and respond to feedback from these individuals.
- Interpersonal skills including effective communication, coaching and motivation in order to manage the human resources assigned to the position.
- Ability to apply creative and innovative approaches to policies and health to meet territorial needs.
- Knowledge of how to design and facilitate a change process. The ability to build and work with groups and teams, planning and implementing change; skilled in group dynamics and conflict resolution.
- Knowledge of administrative policies and practices to territorial systems, including the development of policy, procedures and clinical tools.
- Skilled in project management in order to assist with the development and evaluation of the Territorial public health program to ensure effective service delivery.
- Ability to build solid partnerships and strategic alliances and to work with a variety of people from different backgrounds and temperaments.
- Communication skills including listening, observing, identifying and reporting.
- Knowledge and ability to use a variety of intervention and prevention methods, and determine which method is most appropriate at any given time.
- Organizational, time management, analytical, facilitation, and presentation skills to manage multi-disciplinary responsibilities in a timely and effective manner.
- Ability to be sensitive to the geographical and cultural needs of the people and understand how community and culture impact the delivery of health care.
- Skilled in total quality management or continuous quality improvement processes.
- Knowledgeable in CNA Nursing Code of Ethics and CANN Standards.
- Ability to work in an electronic environment, including but not limited to the Electronic Medical Records (EMR), word processing programs, electronic databases and spreadsheets, virtual communications programs, and other computer systems as needed.



- 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 Baccalaureate in Nursing plus five (5) years of experience in a clinical or community health care setting and one (1) year of management/supervisory experience.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Must be eligible for registration with CANNN.

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