



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Senior Project Manager	
Position Number	Community	Division/Region
48-16475	Yellowknife	Public Health and Primary Care Services/Territorial Operations

## PURPOSE OF THE POSITION

The Senior Project Manager is responsible and accountable for leading a team in managing the strategic planning, monitoring and implementation of authorities' COVID-19 Response. This large and complex project work will affect and change the structure of health and social services delivery in the Northwest Territories Health and Social Services Authority (NTHSSA) and Northwest Territories (NWT) and result in enhanced efficiencies for the NWT Health and Social Services (HSS) system. The Senior Project Manager is responsible and accountable for managing the strategic planning, monitoring and implementation of NTHSSA projects.

## SCOPE

The NTHSSA is the single provider of all health and social services (HSS) in the 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 is established to move toward one integrated delivery system as part of the government's transformation strategy.

Located in Yellowknife, the Senior Project Manager reports to the Director, Public Health and Primary Care and supports all of the NTHSSA when leadership is exploring options to improve efficiencies, increase capacity through collaboration, and increase risk management within a Territorial Delivery system. The purpose of the Senior Project Manager and the team of reporting project staff is to manage innovative projects which create, support, maintain or improve the services within the health and social services areas while addressing cost challenges, duplication of service, and other barriers to consistent service delivery. The job holder can expect to be constantly working in a complex matrix management environment with NTHSSA, DHSS, HRHSSA and TCSA.

This position will develop plans for and oversee implementation of NTHSSA projects in collaboration with DHSS, HRHSSA and TCSA. These projects include, but are not limited to complex NTHSSA, HRHSSA, TCSA COVID Response projects. The incumbent deals with senior NTHSSA staff and staff in other HSS Authorities and DHSS who may have divergent perspectives and demands. Interest based resolutions answers are required.

The position will need to work closely with all of the Health and Social Services Authority (HSSA) Chief Executive Officers (CEO), their Senior Managers and DHSS Senior managers. The Senior Project Manager plays a critical role in keeping the NTHSSA and health and social services system projects on track, managing contracts and sub-projects and ensuring a coordinated and consistent approach to all activities.

The potential areas for inclusion in NTHSSA projects cover a wide range of services that will impact a significant number of staff in all HSSAs as well as DHSS. Successful implementation of the complex plans cannot be realized without highly effective coordination and planning, with specific attention required to change management.

NTHSSA services projects are unique territorial initiatives and are often unique nationally. Any changes, plans or analysis will require a high degree of system understanding with often limited to no known information, precedence or theory to guide decision making. The Senior Project Manager is accountable to develop and provide solution(s) as part of project governance structure which can consist of NTHSSA CEO, Executive Directors, regional Chief Operating Officers, Directors and other HSS Authority/DHSS senior managers. Once defined solution(s) are approved, the senior project manager is responsible to work with the appropriate NTHSSA, HRHSSA, TCSA and/or DHSS Director(s) responsible and their team(s) to guide and review the required solutions implementation.

The Senior Project Manager applies project management methodology including, but not limited to: project planning, risk management and contingency planning, communication, monitoring and project and program evaluation techniques to ensure that implementation of NTHSSA projects for the NWT Health and Social Services System (HSS) is done efficiently and effectively and the outcomes meet all project requirements.

The Senior Project Manager manages a team of two (2) Project Managers which are hired within the budgets of various projects and to meet the requirements and deliverables of assigned projects.

## **RESPONSIBILITIES**

- 1. Manages and leads a team in the development of medium to large project implementation plans for the NWT Health and Social Services System as it relates to COVID Response.**
  - Develops implementation plans for review and approval by Executive Co-Leads of the Authorities COVID Response Team (ACRT).
  - Works with partners across the HSS system to identify current processes and challenges.
  - Develops options for NTHSSA projects that address administrative efficiency as well as current barriers, bottlenecks and cost-drivers.
  - Researches best practices and benchmark projects using those best practices
  - Where no precedence, best practice or benchmark exists uses expertise to develop these to advance the project.
  - Identifies and documents positions and duties impacted by implementation.
  - Develops implementation plan(s) for review and approval by HSS Senior Management.
  - Provides strategic advice to the Director, Public Health and Primary Care and HSS Senior Management on the review and approval of implementation plan(s).
- 2. Manages and oversees the NTHSSA projects as they relate to the COVID Response to ensure that all work and activities are consistent with approved objectives, plans and budgets and that the project is fully implemented within the required time frames.**
  - Develops NTHSSA implementation plan(s) and schedule(s) in consultation with Senior Management.
  - Oversees the work progress of each area of the plan for and manages the work schedule.
  - Contributes to the development of a communication strategy and ensures it is successfully implemented.
  - Manages NTHSSA implementation project tracking system.
  - Manages NTHSSA implementation project plan.
  - Ensures that all NTHSSA, HRHSSA, TCSA and/or inter-Departmental activities are accurately tracked and reported on.
- 3. Manages all activities required to implement the organizational structure to govern, manage and administer NTHSSA COVID Response projects on an ongoing basis.**
  - Develops organizational structure options, and prepares organizational policies and job descriptions.
- 4. Manages direct reporting and assigned staff for the effective completion projects.**
- 5. Develops, implements and manages project metrics and ensures, when appropriate, evaluation frameworks are developed, to track and monitor NTHSSA projects.**
  - Ensures project metrics and reporting mechanisms are in place for the day to day and overall management of NTHSSA projects to allow the reporting of project status to Senior Leadership.

- Works with assigned NTHSSA analytics leadership and as appropriate DHSS Corporate Planning and Evaluation division expert staff to ensure that new programs or program changes have approved evaluation frameworks developed to monitor and assesses the success of innovative changes and to allow the reporting of program improvements to Senior Leadership.
- 6. Provides expert advice and support to NTHSSA proposals, activities and initiatives for Public Health and Primary Care division.**
- Provides expert advice for the consideration of the Director, Public Health and Primary Care, and senior managers to which they are assigned, CEOs and DHSS senior managers on the design, delivery and evaluation of NTHSS innovation and transformation initiatives.
  - Works with experts engaged to develop clear, specific recommendations for due diligence related to collaborative services across the health and social services system based on current best practice in other jurisdictions.
  - Maintains awareness of all NTHSSA projects and stands in for other Project Management resources during times of their absence or during times of vacancies.
  - Investigates and/or addresses issues and develops correspondence, briefing notes, submissions and position papers.
- 7. Administers and manages required NTHSSA project contracts and sub-projects.**
- Administers and manages NTHSSA project(s) related contracts and sub-projects, including contracts with major organizations, consultants and contractors, as well as individual service contracts as required.
- 8. Prepares information for Financial Management Board and/or Executive Council submissions as required for the implementation of NTHSSA projects/initiatives.**
- 9. Financial management of project resources.**
- Prepares cost estimates for project budgets, and allocates resources to objectives and activities.
  - Monitors project delivery to ensure budgets, schedules, and project briefs are followed.
  - Monitors project expenditures to proactively advise the Director of Public Health and Primary Care or assigned senior manager of potential for cost savings or reallocation.
  - Develops reports explaining variances with the established budgets, resources, and schedules.
  - Develops tendering documents, requests for proposals and contracts.
  - Ensures GNWT financial management procedures are followed.
  - Evaluates contractor performance.
- 10. Works with the managers and leadership in other government jurisdictions and non-governmental entities where NTHSSA projects interface or are assigned (e.g., Federal Provincial Territorial working groups, Nunavut Health and Social Services, Alberta Health and/or Alberta Health Services).**

**11. 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**

Concentration and attention is essential. Work must be of the utmost level of accuracy. The scope of work can involve politically sensitive issues and tight deadlines with a high degree of intensity. Decisions often have long range impacts on the health and social service system.

**KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of project management standards, techniques and methodologies. Includes:
  - Ability to concurrently lead or co-ordinate multiple projects.
  - Skills in developing project charters and creating and managing integrated project plans.
  - Abilities with project management tools.
  - Resource management skills for the successful delivery of projects.
- Progressive project management skills in a public service environment.
- Skills managing all phases of medium to large projects across a matrix environment or managing medium to large operational areas.

- Interpersonal, negotiation, collaboration and communication skills.
  - Ability in developing, managing and leading effective project teams.
  - Skills in creating and supporting steering committees and creating and maintaining multiple working groups.
  - Skills in building relationships within divisions and between divisions of an organization.
  - Skills/abilities in the application of change management; ability to manage conflict.
  - Human relations and motivational skills to deal with day-to-day staff issues as well as the interests of stakeholders within and outside the NTHSSA.
  - Abilities in developing project communication plans and material for internal and external stakeholders.
  - Writing and presentation skills.
- Financial management skills, including project cost tracking and variance reporting.
- Skills in risk, issues and stakeholder management.
- Research, strategic thinking and problem solving skills.
- Ability to work under pressure with compressed deadlines and multiple deliverables.

**Typically, the above qualifications would be attained by:**

A graduate degree in an administration, business, leadership, science or engineering field, and a minimum of six (6) years of progressive project management or management experience: included as part of the six years a minimum of:

- Two (2) years of project management or managerial experience in the Canadian health and social services system, plus
- Two (2) years of leading the management of large and complex enterprise projects.

Other combinations of post-secondary education, project management certification, GNWT/Northern senior project management, and/or related public service management experience will be considered.

Combinations of experience and education of 12 years or greater will be required based on the types of equivalent experience or education.

Certification in a nationally or internationally-recognized project management methodology (such as PMP or PRINCE2 Practitioner) is desirable.

**ADDITIONAL REQUIREMENTS**

**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