



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Project Manager	
Position Number	Community	Division/Region
48-16477	Yellowknife	Public Health and Primary Care Services/Territorial Operations

PURPOSE OF THE POSITION

The Project Manager is required to work in a complex matrix management environment with the Northwest Territories Health and Social Services Authority, Department of Health and Social Services, Hay River Health and Social Services Authority and Tłıchǵ Community Services Agency, and is responsible and accountable for managing the strategic planning, monitoring and implementation of authorities' COVID-19 Response.

SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services (HSS) in the Northwest Territories (NWT), with the exception of Hay River and Tłıchǵ 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 Hay River Health and Social Services Authority (HRHSSA) and Tłıchǵ Community Services Agency (TCSA) operate under separate boards, the NTHSSA will set clinical standards, procedures, guidelines and monitoring for the entire Northwest Territories. 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.

Located in Yellowknife, the Project Manager reports to the Senior Project Manager, and will manage and oversee project implementation in collaboration with Department of Health and

Social Services (DHSS), HRHSSA and TCSA and will ensure that all work and activities stay focused and on track and that the project is fully implemented within the required time frames. This large and complex project work will affect and change the structure of health and social services delivery in the NTHSSA and NWT and result in enhanced efficiencies for the NWT Health and Social Services system.

The Project Manager will work closely with all of the Health and Social Services Authority (HSSA) Chief Executive Officers (CEO), Chief Operating Officers (COOs), their Senior Managers and DHSS Senior managers. The Project Manager plays a critical role in keeping the NTHSSA and health and social services COVID Response projects on track, managing contracts and sub-projects and ensuring a coordinated and consistent approach to all activities. Successful implementation of the complex plans cannot be realized without highly effective coordination and planning, with specific attention required to change management.

The Project Manager will be called upon to address a variety of issues on a daily basis. These can range from addressing complaints, providing briefing notes to the Director of Public Health and Primary Care, providing advice and assistance to Territorial Leads, Territorial Specialists, and Regional Managers, and representing the Division and the NTHSSA in meetings, or conferences.

The Project Manager applies project management methodology including, but not limited to: project planning, risk assessment, risk management, and contingency planning, communication, monitoring, and project and program evaluation techniques to ensure that implementation of COVID-19 Response projects for the NWT Health and Social Services System is done efficiently and effectively and the outcomes meet all project requirements.

RESPONSIBILITIES

1. Manage the development of medium to large project implementation plans for the NWT Health and Social Services System as it relates to COVID Response.

- Develop implementation plans for review and approval by project sponsors and project steering committees.

2. Provide strategic advice and guidance to NTHSSA Senior Management on medium to large size projects.

- In Collaboration with other Project Managers identify and assess risks and potential impacts (i.e. organization design and policy creation), and provide contingency plans to address variable situations as they arise.
- On an on-going basis, identify risks that may result in an unsuccessful implementation, and develop risk mitigation strategies.

3. Manage and oversee project implementation on medium to large size projects to ensure that all work and activities stay focused and on track and that the project is fully implemented within the required time frames.

- Develop implementation strategies and schedules in consultation with the Co-Leads of the Authorities Covid Response Team (ACRT).

- Research best practices and benchmark projects using those best practices.
 - Oversee the work progress of each area the Leads are responsible for, and manage the work schedule.
 - Identify and documents position and duties impacted by Implementation.
 - Contribute to the development of a communication strategy and ensure it is successfully implemented.
4. **Manage the development and implementation of metrics and - when appropriate - ensure that evaluation frameworks are coordinated in the project plan, to track and monitor NTHSSA projects as they relate to COVID Response.**
 - Ensure project metrics and reporting mechanisms are in place for the day to day management of NTHSSA projects to allow the reporting of project status to management.
 - Work with assigned NTHSSA analytics staff and as appropriate DHSS Corporate Planning and Evaluation division staff to ensure that new programs or program changes have departmental approved evaluation frameworks developed to monitor and assess the success of innovative changes.
 5. **Ensure regular project reporting to the Co-Leads of Authorities Covid Response Team (ACRT):**
 - Manage tracking system for project implementation.
 - Manage project plans to support project implementation.
 - Ensure that all NTHSSA and Inter-departmental activities are accurately tracked and reported on.
 6. **Manage Contracts and Sub-Projects.**
 - Include contracts with major organizations, consultants and contractors, as well as individual service contracts as required.
 - Track and manage budget and variance.
 - Manage contracts and sub-project compliance.
 7. **Provide information for Financial Management Board and/or Executive Council submissions as requested/required for the implementation of NTHSSA projects/initiatives and as required for the project/program implementation.**
 - Prepare all project detail draft information.
 - Is accountable for all project detail information in submissions.
 8. **Manage all activities required to implement the organizational structure to govern, manage and administer programs and processes being implemented under the assigned project.**
 9. **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.
- 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 conditions.

Sensory Demands

No unusual demands

Mental Demands

Work must be of the utmost level of accuracy. The scope of work can involve politically sensitive issues, stakeholders who have divergent perspectives and demands, and tight deadlines with a high degree of intensity.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of project management standards, techniques and methodologies.
 - Ability to concurrently lead or co-ordinate multiple diverse 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 or managerial skills in a public service environment.
- Ability to manage all phases of large and complex projects across a matrix environment or managing large and complex operational areas.
- Interpersonal, negotiation, collaboration and communication skills.
 - Ability in developing, managing and leading effective project teams.
 - Skills and the ability to create and support steering committees; and create and maintain multiple working groups.
 - Skills in building relationships within departments and between departments.

- 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 bachelor's degree in a business administration, Arts, engineering, public administration, or political science field, plus a minimum of one (1) year working directly on medium to large COVID-19 projects, or two (2) years of progressive project management or management experience - included as part of the two years a minimum of:

- One (1) year working in the Canadian health and social services system, plus
- One (1) year in a project management role managing medium to large size projects.

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

- Combinations of experience and education of 8 years or greater will be required based on the types of equivalent experience or education.

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