



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Lead Logistician	
Position Number	Community	Division/Region
48-16493	Yellowknife	Public Health and Primary Care Services/Territorial Operations

PURPOSE OF THE POSITION

The Lead Logistician is responsible for overseeing the territorial logistical support to the Covid Immunization Response Team (CIRT) and related public health programs. This position is responsible to research, recommend, and implement the best methods to deliver key functions such as the maintenance of positive control and appropriate temperature of the COVID-19 vaccine, participating in the non-clinical set-up, record-keeping, and follow-up activities at vaccination venues, and facilitation of practical solutions to logistical problems as encountered. The position will also support other COVID operations including patient testing and contact tracing efforts.

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 Tłı̨chʼı̨ 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 Tłı̨chʼı̨ 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.

Immunizing the population of the NWT against COVID-19 is a current top priority of the NWT healthcare system. To support this initiative, the NTHSSA has created Covid Immunization Response Teams (CIRT) consisting of medical practitioners (typically nurses) and logistical staff who will together transport and administer immunizations to NWT residents. The Lead Logistician will oversee, manage, and lead this team.

Located in Yellowknife, the Lead Logistician reports to the Director, Public Health and Primary Care, and is responsible and accountable for managing the strategic planning, monitoring and implementation of (NTHSSA) projects. This position will oversee support to the operation throughout the NWT and provide leadership to 5+ reporting positions located in Yellowknife, Fort Smith and Inuvik, plus additional staff during project operations. The Lead Logistician ensures that the team supports all functions of the CIRT, with the top priority being to ensure the strict maintenance of the vaccine cold chain. The position will also oversee and direct equipment transport, lead the setup of immunization venues, registering patients, and ensure the overall safe and efficient operation of immunization clinics. The Lead Logistician will ensure all team members are assigned non- clinical operational tasks as required to ensure practitioner staff can focus on immunizing patients. The Lead Logistician does not offer medical advice and will not participate in any direct patient care. All health and vaccine questions are deferred to a member of the medical practitioner staff.

The Lead Logistician works with the regional Chief Operating Officer(s) (COO), Regional Managers and Regional Teams to ensure safe and efficient clinic operations. The medical practitioner team members assume responsibility for any healthcare issues and inform the Team Logistician of any logistical issues that require attention.

Extended work hours will be required to accomplish critical public health response. The incumbent, as the Lead Logistician on the COVID Rapid Response team, may be required to travel by road and/or small aircraft in a variety of weather conditions. Working in outdoor winter conditions will be required to load and unload equipment. Hotel accommodations are not available in all locations, so travel may include sleeping in temporary accommodation locations such as schools. This position requires the incumbent to be on-call.

Training provided by the employer for this role will include vaccine cold chain, transportation of dangerous goods, and electronic medical records system entries.

The Lead Logistician is to support 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 Lead Logistician and the team of reporting logistician staff will manage and be accountable for innovative projects which create, support, maintain or improve the services within the HSS areas while addressing cost challenges, duplication of service, and other barriers to consistent service delivery. 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.

This position will develop plans for and oversee implementation of a NTHSSA projects in collaboration with DHSS, HRHSSA and TCSA. These projects include, but are and not limited to complex NTHSSA, HRHSSA, TCSA COVID Response projects.

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 Lead Logistician is accountable to develop and provide solution(s) as part of project governance structure which can consist of NTHSSA Chief Executive Officer (CEO), Executive Directors, regional COOs, 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 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. The Lead Logistician 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.

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 HSS system partners 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 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.
 - Negotiates with contractors (airlines, etc).
 - 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).**
 - Member of national working groups (NESS, NOC).
- 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

At times, the incumbent will be required to load and unload equipment from vehicles and buildings and carry up to 20 kg/45lb at a time.

Environmental Conditions

Conditions exist within the normal range.

Sensory Demands

No unusual demands

Mental Demands

The rapid response required by the CIRT and CRRT teams will involve frequent last-minute deployments and changes to plans, and the need to be sent throughout the NWT for extended periods of time (up to 2 weeks at a time away from home).

Concentration and attention is essential, and 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 HSS 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.
 - 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.
 - Skills/abilities in the application of change management; ability to manage conflict.
 - 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