



## IDENTIFICATION

<b>Department</b>	<b>Position Title</b>	
Northwest Territories Health and Social Services Authority	Senior Project Manager	
<b>Position Number</b>	<b>Community</b>	<b>Division/Region</b>
48-16552	Yellowknife	Clinical Integration

## PURPOSE OF THE POSITION

The Senior Project Manager is responsible and accountable for managing the strategic planning, monitoring and implementation of Northwest Territories Health and Social Services clinical integration projects. These large and complex projects will affect and change the structure of health and social services delivery in the Northwest Territories Healthy and Social Services Authority and Northwest Territories and result in enhanced efficiencies for the Health and Social Services system.

## SCOPE

Located in Yellowknife, the Senior Project Manager reports to the Executive Director, Clinical Integration. The position can be assigned to and will be accountable to different HSS System Executives or Senior Managers to which they are assigned to support based on the respective project portfolios assigned to them. The position will be constantly working in a complex matrix management environment with North West Territories Health and Social Services (NTHSSA), Department Health and Social Services (DHSS), Hay River Health and Social Services (HRHSSA) and Tłı̨chǫ Community Services Agency (TCSA).

The NTHSSA is the single provider of all health and social services (HSS) in the Northwest Territories (NWT), with unique collaborative arrangements in the HRHSSA and TCSA. It covers 1.2 million square kilometers and serves approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. Health and social services include a 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.

Under the direction of the DHSS, the NTHSSA is established to move toward one integrated delivery system as part of the government's transformation strategy. Territorial and federal legislation inform the development of DHSS policy, which leads to operational policies, guidelines



and standards of care that are developed by the NTHSSA for regional implementation.

The position is required to support the clinical integration branch 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 is to manage 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.

This position will develop plans for and oversee implementation of NTHSSA projects in collaboration with other region and branches within the NTHSSA and may collaborate with the DHSS, HRHSSA and TCSA. These projects include, but are and not limited to complex NTHSSA priority projects that support:

- (1) Improved internal controls and cost containment: Improvement of operational and management controls to ensure sustainability
- (2) Operational Review and Quality Improvement: Continuous quality improvement initiatives with a focus on sustainability
- (3) Funding and Service Level: Review of the funding and scope of programs and services delivered in the NWT and adjust, as necessary

The position will need to work closely with NTHSSA Senior Executives and Chief Operating Officers (COO) and their Senior Managers. The Senior Project Manager plays a critical role in keeping the NTHSSA 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 clinical integration projects cover a wide range of services that will impact a significant number of staff in all NTHSSA regions. Successful implementation of the complex plans cannot be realized without highly effective coordination and planning, with specific attention required to change management.

NTHSSA Clinical Integration projects can be 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. Once defined solution(s) are approved, the senior project manager is responsible to work with the appropriate NTHSSA senior managers 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 projects for the NTHSSA is done efficiently and effectively and the outcomes meet all project requirements. The



incumbent deals with senior NTHSSA staff and staff in other HSS Authorities and DHSS who may have divergent perspectives and demands.

The Senior Project Manager supports a team of Project Managers, Project Officers and Business Analysts which are hired within the budgets of various projects and to meet the requirements and deliverables of assigned projects. Team size can vary from none to rapidly requiring the recruitment of as many as 10 term staff. A high level of concentration and attention is essential. Work must be of the utmost level of accuracy.

## **RESPONSIBILITIES**

- 1. Manage the development of Clinical Integration project implementation plan(s) for the NWT Health and Social Services Authority. Work with partners across the NTHSSA system to identify current processes and challenges.**
  - Develop options for NTHSSA projects that address administrative efficiency as well as current barriers, bottlenecks and cost-drivers.
  - Research best practices and benchmark projects using those best practices.
  - Where no precedence, best practice or benchmark exists, use expertise to develop these to advance the project.
  - Identify and document positions and duties impacted by implementation.
  - Develop implementation plan(s) for review and approval by NTHSSA Senior Management.
  - Provide strategic advice to the Senior and Executive Management on the review and approval of implementation plan(s).
- 2. Manage and oversee the NTHSSA Clinical Integration projects 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.**
  - Develop implementation plan(s) and schedule(s) in consultation with Senior Management.
  - Oversee the work progress of each area of the plan and manage the work schedule.
  - Contribute to the development of a communication strategy and ensure it is successfully implemented.
  - Manage implementation project tracking system.
  - Manage implementation project plan.
  - Ensure that all NTHSSA, activities are accurately tracked and reported on.
- 3. Manage all activities required to implement the organizational structure to govern, manage and administer NTHSSA Clinical Integration projects on an ongoing basis.**
  - Develop organizational structure options.
  - Prepare job descriptions.
  - Prepare organizational policies.



- 4. Manage direct reporting and assigned staff for the effective completion projects. Staff can include but is not limited to Territorial Managers, Territorial Specialists, Business Systems Analysts, Project Officers, Project Managers, students and interns.**
- 5. Develop, implement and manage project metrics and ensure, when appropriate, evaluation frameworks are developed, to track and monitor NTHSSA Clinical Integration projects.**
  - Ensure 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.
  - Work with assigned NTHSSA analytics leadership and expert staff to ensure that new programs or program changes have approved evaluation frameworks developed to monitor and assess the success of innovative changes and to allow the reporting of program improvements to Senior Leadership.
- 6. Provide expert advice and support to NTHSSA proposals, activities and initiatives for the NTHSSA.**
  - Provide expert advice for the consideration of NTHSSA CEO and COOs and senior managers on the design, delivery and evaluation of innovative and transformation initiatives.
  - Work with experts engaged to develop clear, specific recommendations for due diligence related to collaborative services across the NTHSSA based on current best practice in other jurisdictions.
  - Maintain a working understand of all NTHSSA projects and be able to stand in for other Project Management resources during times of their absence or during times of vacancies.
  - Investigate and/or address issues and develop correspondence, briefing notes, submissions and position papers.
- 7. In collaboration with Senior Managers, identify and assess risks and potential impacts on the NTHSSA project(s) implementation process (i.e. project governance), and provide contingency plans to address variable situations as they arise.**
  - Provide expert strategic advice and recommendations to NTHSSA Senior Managers.
  - On an on-going basis, identify risks that may challenge implementation success, and develop risk mitigation strategies.
- 8. Administer and manage required NTHSSA project contracts and sub-projects.**
  - Administer and manage NTHSSA project(s) related contracts and sub-projects, including contracts with major organizations, consultants and contractors, as well as individual services contracts as required.



**9. Prepare information for Leadership Council, Financial Management Board (FMB) and/or Executive Council submissions as required for the implementation of NTHSSA projects/initiatives.**

**10. Financial management of project resources.**

- Prepare cost estimates for project budgets and allocate resources to objectives and activities.
- Monitor project delivery to ensure budgets, schedules, and project briefs are followed.
- Monitor project expenditures to proactively advise the Executive Director or assigned senior manager of potential for cost savings or reallocation.
- Develop reports explaining variances with the established budgets, resources, and schedules.
- Develop tendering documents, requests for proposals and contracts.
- Ensure Government of the Northwest Territories (GNWT) financial management procedures are followed.
- Evaluate contractor performance.

**11. Work with the Executive Director or assigned senior manager to provide regular project reporting to the NTHSSA executive, Leadership Council, Regional Wellness Councils.**

**12. Work 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).**

**WORKING CONDITIONS**

**Physical Demands**

No unusual demands

**Environmental Conditions**

No unusual conditions

**Sensory Demands**

No unusual demands

**Mental Demands**

Competing demands around deadlines.

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.
- 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 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.

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