



IDENTIFICATION

Department		Position Title	
Northwest Territories Health and Social Services Authority		Regional Manager, Rehabilitation and Dietitian Services	
Position Number	Community	Division/Region	
48-16781	Inuvik	Patient Care Services /Beaufort Delta	

PURPOSE OF THE POSITION

The Manager, Rehabilitation and Dietitian Services will play a lead in implementing the Northwest Territories Health and Social Services Authority (NTHSSA) strategic objectives in the consistent deliver of quality rehabilitation and Dietitian Services within the Beaufort Delta Region and Sahtu Region of the NTHSSA. Under the strategic guidance of the NTHSSA, the position will implement, monitor, and provide reporting on the delivery of rehabilitation and Dietitian services within Beaufort Delta Sahtu Regions.

SCOPE

The NTHSSA is the single provider of all health and social services 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. Health and social services 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 health and social services staff.

This position is located in the Inuvik Regional Hospital and reports directly to the Director of Patient Care Services (DPCS). The Regional Manager, Rehabilitation and Dietitian Services provides day to day clinical supervision and direct reporting to a unit staff comprised of Physiotherapists (PT), Occupational Therapists (OT), Speech Language and Language Pathologist (SLP), Dietitians (Diet), Program and Rehabilitation Assistants, an Audiologist and a Child Development Team Coordinator. The budget for the Rehabilitation is approximately 2.0 million and the incumbent has a signing authority of up to \$50,000 per transaction for equipment and supplies.



This position is located in the Inuvik Regional Hospital, which is a 51 bed, accredited facility serving the two of Inuvik and 12 outlying communities serviced by the NTHSSA Beaufort Delta and Sahtu regions with approximately 9,520 residents. The NTHSSA provides and supports the delivery of health care services to adults and children on an outpatient and outreach basis in order to enhance healthy communities and well-being through excellence, accountability and respect for regional diversity.

This position has a functional reporting relationship to the Territorial Director, Rehabilitation and Continuing care, and is responsible to research and recommend patient care quality standards as they relate to the Rehabilitation Services (RS) areas for all relevant age groups. The job holder will collaborate with Territorial, Regional, and professional practice leaders to establish performance improvement activities, and work to ensure the competency of RS personnel is maintained. The incumbent will help guide practice based on the shared vision of the NTHSSA and will foster and sustain academic partnerships to advance professional practices and develop the territorial work force. The Manager is a role-model, demonstrating vigilance in ensuring the highest of quality care.

With responsibility for a broad range of service areas and management of employees, the incumbent is required to demonstrate leadership roles in emergency situations such as fire, disaster, and Hospital evacuations. The incumbent will manage a large number of responsibilities, focus on emergencies as they arise. At times the employee is required to work overtime to meet deadlines and/or to handle tasks outside of the regular work hours. It is often necessary for the incumbent to apply problem and conflict management skills and to have a flexible approach to the job and be able to negotiate the expectations of stakeholder groups that may present as demanding.

The Regional Manager is expected to collaborate closely with dyadic practitioner leaders, the Territorial Manager, Allied Health Services and their staff as applicable, and with other territorial leaders, regional nursing leaders and managers to ensure the safe and effective delivery of RS territorially. The incumbent will participate as a member of Territorial Quality Teams (TOTs), in the areas under which they have direct leadership. The Manager will inform and assist the development, implementation and evaluation of best practices in the domains of Speech Language Pathology, Audiology, Physiotherapy, Occupational Therapy, and Dietitians. Furthermore, this position will ensure that Rehabilitation and Dietitian Services meet required operational practices, (ROPs) in order to adhere to accreditation requirements.

RESPONSIBILITIES

1. Leads, implements, and manages the delivery of quality-based



Rehabilitation Services to facilitate the best outcomes for patients/clients.

- Provides leadership and direction to regional programs to ensure that all clients/patients served by the Beaufort Delta team receive equitable, efficient, appropriate, accessible, timely, and safe rehab services.
- Collaborates with the Territorial Director, Rehabilitation and Continuing Care and Territorial Manager of Primary Care, Community Health Centers, and Chronic Disease Management to identify current and future delivery requirements in Rehab and Dietitian Services through consistent territory-wide program development.
- Reports to the Senior Regional Director of Patient Care Services(SRDPCS) with regard to program and service delivery, quality plans, outcomes, opportunities, risks, threats, and including but not limited to incidents affecting or potentially affecting the safety and/or well-being of clients/patients and/or staff, and the integrity of Beaufort Delta and the NTHSSA.
- In collaboration with regional and territorial managers, recommends strategic initiatives, and identifies opportunities to sustain or improve rehab care, program and service delivery, for review and consideration by the NTHSSA.
- Leads on development and implement a work plan for Rehab and Dietitian programs for the Beaufort Delta that aligns with the NTHSSA's strategic direction, policies, and procedures.
- Works collaboratively with the NTHSSA leadership to contribute to the development and implementation of performance indicators, measures for improvement, and reports on outputs and outcomes on a periodic basis as determined by the NTHSSA.
- Develops Regional procedures for Rehab and Dietitian care and program areas.
- Communicates with Territorial Managers to share program priorities and goals.
- Collaborates with Territorial Managers and Regional Managers within related discipliners in the NTHSSA, the TCSA, and the HRHSSA, to ensure quality and programming that is delivered consistently across regions and jurisdictions.
- Proactively works with the patient, family and other regional and territorial staff to enhance the client/patient experience and to address concerns and complaints.
- Collaborates with regional and territorial managers for standardization, consistency and best practice implementation.
- Develops and implements quality plans for all Rehab domains, with specific outcomes, measures, and regular reporting, that align with the NTHSSA strategic direction.
- Implements initiatives to measure and evaluate patient/client experience with the programs.
- Establish measures for improvement and evaluate the results achieved. Modifies planning to improve results.
- Develops written Beaufort Delta procedures that align with territorial



standards/policies, and guide staff in the safe and effective implementation of Rehab Services; educates staff, and monitors staff adherence to NTHSSA procedures.

- Communicates and collaborates with regions/HSSAs to ensure the effective coordination and development of Rehab and Dietitian programs between Stanton and regions/HSSAs.
- Ensures appropriate consultation and coordination with quality and risk management, occupational health and safety, infection prevention and control, and other specialists to facilitate safe, quality care.
- Develops and implements quality processes and tools to improve quality care to clients/patients.
- Teaches and engages staff to develop and implement quality processes and to practice quality improvement on a routine basis.
- Functions as a role model for client, patient, family focused care, and for appropriate organizational conduct, ethical behavior, values and principles.
- Visits all program areas on a frequent basis, and monitors to ensure that clients/patients and staffs feel supported.
- Creates an environment which supports engagement, creativity and innovation in the delivery of patient care services and maximize decisions by the care team.
- Establishes and maintains ongoing communication and collaboration with clinical supervisors, practitioners, unit staff, medical and department heads, senior administrators/assistant, patients and families, and with external community resources and agencies, including but not limited to school partners.
- Provides supervision, support, guidance and direction to the Rehab and Dietitian Team, and troubleshoots complex issues on their units and/or with their outpatient programs. Regularly meets with clinical supervisors to ensure that they are supported in their clinical supervision of staff.

2. Leads Beaufort Delta Region Accreditation Teams in all Rehabilitation domains.

- Works collaboratively with the Regional/Territorial Quality and Client Experience Team to implement program and policy updates to align with the Accreditation Canada Standards of Excellence.
- Communicates and ensures the integration of standards, policies and procedures for Acute Care Services and programs into day to day practice as they relate to the Accreditation Canada process.
- Works collaboratively with the Regional/Territorial Quality and Client Experience Team(s) to ensure team members receive an orientation and education on Accreditation Canada's Program and the Accreditation Process.
- Implements team action plans, based on results of any work required to align with program standards, and recommendation from onsite Accreditation Canada Surveys.
- Reports work plan progress to the SRDPCS, Regional/Territorial Quality and Client



Experience Team(s), and Territorial Manager, Allied Health Services.

- In collaboration with the SRDPCS, gathers data and information to track program indicators set by the NTHSSA leadership team.
- Promotes clients' and families' involvement in planning and service design, as well as quality safety issues at the organization level, including quality improvement and client safety activities.
- Fosters respectful, compassionate, culturally appropriate, and competent care that is responsive to the needs, values, beliefs, and preferences of clients and their family members. Supports mutually beneficial partnerships between clients, families, and health care service providers.
- Collaborates with the Territorial, and Regional management to standardize policies, procedures, metrics and program services.
- Functions as a role model for client, patient, family focused care, and for appropriate organizational conduct, ethical behavior, values and principles.
- Works collaboratively with clinical supervisors and staff to improve the quality of the organizational culture.
- Works collaboratively with NICs, Team Leaders, and staff to implement client, patient and family focused care.
- Engages staff in quality improvement/work planning to support client, patient, family focused care.
- Monitors health indicator reports for quality improvement and inform staff about results.
- Supports ongoing monitoring, coordinating and reporting of quality and utilization data within the program.

3. Provides leadership and management to the Rehabilitation and Dietitian department to develop a culture of accountability and ensures staff are supported in meeting operational requirements.

- Maintains an effective unit that reflects NTHSSA's service needs and manages staff work assignments as they relate to the accomplishment of specific objectives identified in organizational and individual work plans.
- Develops and maintains a team that is accountable and ensures that activities are consistent with the mission, vision, values of the NTHSSA.
- Takes a proactive approach to succession planning by providing opportunities for , coaching, growth and development to all staff.
- Completes E-Performance including establishing annual goals, interim feedback on performance and goals annual completion of appraisals for all direct reports.
- Ensures that staff has the resources and support they require in order to care for and support their clients/patients.
- Effectively and efficiently manages a budget, human and capital resources in order



to facilitate successful program and service delivery in the Beaufort Delta and Sahtu Regions.

- Variance reporting as required.

4. Represents the NTHSSA Beaufort Delta Region in collaboration with Labour Relations Division to ensure working relationships with the Union of Northern Workers (UNW) and management are maintained. Represent the NTHSSA Beaufort Delta Region to promote the working relationships with internal and external groups.

- Provides effective and timely feedback.
- Addresses performance issues in a timely manner and in accordance with GNWT Labour Relations practices in collaboration with Human Resources (HR).
- Manages first level grievances in coordination with HR and the bargaining unit, UNW.
- Meets with the UNW local representatives as the need to arise to discuss issues/concerns and work together to resolve same.
- Collaborates with HR to assist staff with accommodation plans and progress.
- Recruits, selects and hires direct reports in collaboration with HR.

5. Workplace Health and Safety: Employees of the Authority are committed to creating and maintaining a safe and respectful workplace for employees and patents/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 RL6 or other incident reporting systems, investigating potential risk and accidents, and applying timely corrective measures.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

Incumbent works in a hospital environment with exposure to communicable diseases.



Sensory Demands

No unusual demands.

Mental Demands

No unusual demands.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of professional ethical components of practice in the areas of Audiology, Occupational Therapy, Physiotherapy, Speech Language Pathology, and Dietitians.
- Knowledge of biological, physical and behavioral sciences are required in order to make decisions on competent care to patients and their families and be able to interpret findings in order to make rapid decisions about their care.
Ability to be sensitive to the geographical/cultural needs of the regions and understands how community and culture impact on the delivery of health care.
- Communication skills (verbal and written) to build positive relationships with patients, their families, and other members of the health care team
- Ability to influence and promote excellence in clinical practice.
- Ability to be resourceful and innovative in obtaining resources/information on demand to promote life-long learning in others.
- Able to utilize research findings to guide Rehabilitation clinical practice.
- Able to identify education needs of the staff and assist with providing the appropriate training.
- Ability to be flexible/adaptable to change in order to perform other duties as required.
- Organizational and time management skills.
- Ability to prioritize and trouble shoot within limited time frames.
- Critical thinking skills.
- Conflict resolution knowledge and skills.
- Ability to solve problems independently and effectively.
- Ability to work with minimal supervision and work independently in a Senior Management environment.
- Computer skills.
- Ability to work within a team oriented approach and maintain professional behavior at all times while at work.
- 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:

Master's degree and five (5) years of clinical experience in one of the Rehabilitation

disciplines of Physiotherapy, Occupational Therapy, Speech Language Pathology, or Audiology is required. Additionally, two (2) years of previous management/supervisor experience in a health care setting is required.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

- Proof of immunization in keeping with current public health practices is required.
- Formal certification or completion of a recognized management program is an asset.
- Eligibility for registration with a professional licensing body is required.

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