



## **IDENTIFICATION**

<b>Department</b>	<b>Position Title</b>	
Northwest Territories Health and Social Services Authority	Manager, Operations	
<b>Position Number</b>	<b>Community</b>	<b>Division/Region</b>
48-17167	Yellowknife	Stanton P3 & Facility Operations / Territorial Operations

## **PURPOSE OF THE POSITION**

The Manager, Operations is responsible for managing, coordinating, planning, and directing the delivery of overall facility and equipment maintenance, road and grounds, security, dietary services, housekeeping, waste management, laundry, and facility emergency preparedness for the Northwest Territories Health and Social Services Authority (NTHSSA), Stanton Legacy. This position manages the provision of space, equipment, leases and security of all physical buildings and personnel under the lease and/or ownership of the NTHSSA, as well as providing oversight of the contracting process and onsite contracted services. The Manager of Operations ensures that facility operations are consistent and comply with Accreditation Standards, Health Facility Standards and NTHSSA policies.

The Manager is required to maintain close collaboration, communication and cooperation with the Project Co, several Government of Northwest Territories (GNWT) departments including Health and Social Services (HSS), Infrastructure (INF), Housing Northwest Territories (HNT) and Finance (FIN) as well as staff throughout NTHSSA and other stakeholders.

## **SCOPE**

NTHSSA is an independent public agency delivering a full range of health and social services programs and services under the jurisdiction of the Department of Health and Social Services (DHSS) to the public. The authority for NTHSSA to exist comes from the *Hospital Insurance and Health and Social Services Administration Act (HIHSSA)*. This includes the establishment and appointment of the NTHSSA Leadership Council (Council) to govern the Authority. A Finance Committee exists as a subcommittee of the Council that considers all financial matters before they are presented to the Council.



Although this is the overarching legislation, NTHSSA in partnership with DHSS has delegated authority to administer and comply with all or parts of many other Northwest Territories (NT) health and social services Acts including but not limited to the: *Health Information Act, Health And Social Services Professions Act, Child And Family Services Act, Medical Care Act, Medical Professions Act, Mental Health Act, Midwifery Profession Act, Nursing Profession Act, Ophthalmic Medical Assistance Act, Optometry Act, Public Health Act and Social Work Profession Act*. Programs and services include primary, secondary, and tertiary health and social services covering family services, protection services, continuing care services, diagnostic and curative services, care placements, mental health, addictions, rehabilitation, and developmental activities. Along with the many clinics and health care centres operating throughout the NT, there are two hospitals under NTHSSA responsibility: a regional hospital in Inuvik and a one in Yellowknife servicing the entire NT. The hospital in Yellowknife is the Stanton Territorial Hospital (STH) and provides a full spectrum of acute, outpatient and extended care services. It is the largest Branch of NTHSSA and is a key part of the territorial integrated approach to healthcare.

Two jurisdictions, Hay River and Tłı̄chǫ within the NT deliver local health and social services independent of NTHSSA. This situation adds a layer of complexity as the administration and assurance that local services are provided at NTHSSA standards must be established through a collaborative arrangement documented in a Memorandum of Understanding (MoU) between each jurisdiction and the Authority. The cost of services provided to residents of these regions that are delivered through NTHSSA are recovered through a billing process. The remainder of the NT is part of NTHSSA and is divided into five regions: Beaufort Delta, Sahtu, Dehcho, Fort Smith and Yellowknife with a Chief Operating Officer heading up each region.

NTHSSA also provides specialized medical services that are not available locally to residents of the Kitikmeot region of Nunavut through a formal agreement with the Government of Nunavut. Hospital and emergency health care services are also made available to non-residents employed and working in the NT in the mining and other business sectors through several third-party formal contracts with employers.

NTHSSA employees are part of the GNWT employment pool. NTHSSA is the largest employment entity within the GNWT departments, boards and agencies, with a very wide range of classifications of employees including medical specialists, professionals, management, office staff, union employees, 24/7 essential services, part-time, full-time, casual and shift work. Payroll management is therefore a complex and fundamental part of NTHSSA operations.

As a public agency, the Authority is required to comply with all relevant GNWT legislation, policy frameworks and manuals. Key financial and administration components of this obligation include the NT *Financial Administration Act* (FAA) and Regulations and manuals,



NT *Public Sector Act* (PSA) and Regulations, Human Resources Manuals, GNWT financial and accounting policies and procedures, and Public Sector Accounting Standards (PSAS) and Generally Accepted Accounting Principles (GAAP). NTHSSA is directly accountable to the Council as well as HSS, and through DHSS to the NT Financial Management Board (FMB), GNWT Executive Council (Cabinet) and the NT Legislative Assembly.

A public report including the audited financial statements must be tabled in the NT Legislative Assembly annually. The Office of the Auditor General (OAG) performs the audit of NTHSSA separate and apart from the GNWT audit. This results in a direct relationship between the OAG and the Authority.

Accurate, timely, comprehensive, and understandable financial reporting is essential, not only to prepare the annual audited financial statements but also to complete financial statements, claims and reports related to comprehensive funding agreements. The consequences of not meeting deadlines from various sources such as dates entrenched in legislation, set by the OAG, set by DHSS or other GNWT sources and/or included as terms and conditions of contribution agreements can be significant. These potential consequences include the loss of revenue, official criticism by the OAG, and political concern raised in the Legislative Assembly. Operating at arm's length from government, the Authority is required to cover all expenses from the revenues received from public sector contribution agreements and MoUs, and contracts with the private sector. The primary contribution to operate comes from a complex core funding agreement from DHSS. As well, DHSS also provides several sources of targeted funding which are limited to specific programs and services and as such require separate accounting and reporting for each individual agreement. Many of these targeted contributions come through DHSS from the Government of Canada. These federal/territorial agreements have their own set of accountability requirements. In order to access these funds, NTHSSA must ensure the internal financial accounting structure and reporting meets the terms and conditions of these HSS/Government of Canada agreements. NTHSSA also receives funding through the agreement with the Government of Nunavut, MoUs with Hay River Health and Social Services Authority and the Tłıchǫ Community Services Agency and private sector contracts for services to non-residents working in the NT.

Developing comprehensive fiscal policies and strategic plans and reliable budgets, establishing strong financial controls, ensuring all potential revenues are collected, implementing comprehensive accounting and tracking practices, and ensuring accurate and timely reporting is occurring are all essential to the ongoing success of NTHSSA. The Authority manages a full range of financial and accounting operations covering Operations Expenses and Revenues, maintains and manages its own Treasury functions; bank accounts; Accounts Receivable; Accounts Payable; Materials Management; Comptrollership; protection of assets; contract administration; budgeting; fiscal planning; variance analysis, forecasting and reporting; financial statement preparation and reporting functions. Although the Authority operates its accounting and payroll systems on the GNWT's System for Accounting



and Management (SAM) and utilizes GNWT Shared Services functions for processing transactions, it does not access GNWT central agencies directly for most centrally managed and coordinated services in conjunction with government departments. The Finance Branch is the “central agency” for NTHSSA performing many of the same functions as the Department of Finance (FIN) does for GNWT departments.

The NTHSSA is confronted with significant financial challenges due to substantially rising inflationary costs and constant growth in demand for services while funding sources are not keeping pace. This has resulted in a continual rising of the accumulated debt. This fiscal situation places a great deal of pressure on the Finance Branch to ensure NTHSSA can continue to cover operational needs and at the same time control expenditures as much as possible. In this environment financial sustainability has become a major concern.

Capital asset management also falls under the Finance Branch. The NTHSSA Annual Report and related Financial Statements focus on operations. “Ownership”, value and financial accounting for Capital Assets including Public/Private Partnership (P3) projects and Other Capital Assets is retained by the GNWT through DHSS and therefore they are not listed in the Financial Statements as NTHSSA’s assets. However, within the NTHSSA’s Financial Statements, the Statement of Operations and Accumulated Deficit includes “grant-in-kind government contributions” with offsetting an “assets provided at no cost” expense for the use of these Capital Assets. These amounts are determined by the GNWT’s amortization calculation, the value of donated assets, and the amount paid out by the GNWT on behalf of the Authority as lease payments as part of the STH P3 project.

STH was built as a Public/Private Partnership (P3) project. A major component of maintaining the building is therefore the responsibility of the Owner to oversee the private sector performance. Ensuring the STH facility remains at an acceptable standard in accordance with the output specifications which is managed through a very complex Project Agreement (PA) lead by NTHSSA in conjunction with DHSS and INF. Facility maintenance requirements are referred to as hard services. The PA also includes services such as laundry, housekeeping and waste management, security and surveillance, and cafeteria/meal services, roads and grounds maintenance which are referred to as soft services.

Although NTHSSA’s primary role is operational in nature, this cannot be achieved without proper capital investment in such specialized assets like hospitals, health clinics, major medical and laboratory equipment and a fleet of vehicles. For the most part, these assets remain the responsibility of GNWT with dedicated use turned over to NTHSSA. This relationship requires close collaboration and cooperation between the GNWT through DHSS and INF, and the Authority to ensure NTHSSA’s needs are met and assets are maintained at an acceptable standard.



Hospitals, clinics and health centres are required to operate within standards set by Accreditation Canada. These facilities, programs and services are regularly inspected to allow assurance that acceptable standards continue to be met. The Finance Branch participates in ensuring sufficient resources are available and facilities and equipment maintenance plans are in place to prevent losing accreditation which could lead to a program or service being shut down.

NTHSSA is comprised of seven Branches headquartered in Yellowknife. The Branches are Office of the Chief Executive Officer (CEO), Finance; Clinical Integration; Child, Family and Community Wellness; Corporate and Support Service; Regional Operations, and Stanton Territorial Hospital.

The Manager is part of the STH P3 and Facility Operations in the Finance Branch, reports to the Director Stanton P3 and Facility Operations and is located in Yellowknife.

Located at the Legacy facility in Yellowknife, the Manager, Operations reports directly to the Director Stanton P3 and Facility Operations. This position is accountable and provides a single point of contact for all operational management support to the NTHSSA, and Legacy facility. The Manager is accountable to the Director for ensuring the efficient operations of Legacy facilities, equipment, leases and security of all physical buildings and personnel under the lease and/or ownership. The Manager is also responsible for providing oversight to the contracting process. This position requires the incumbent to travel to locations outside of Yellowknife. Excellent communication skills are essential to provide remote and onsite support to staff.

The Manager is also the main point of contact and liaison for the GNWT Department of Infrastructure to ensure Legacy facilities are maintained and functioning in a manner that provides for safe and effective service delivery. This position represents the interests of the NTHSSA Legacy site for construction projects managed by INF. This position ensures that all construction and maintenance projects are performed in accordance with the CSA Z317 standards for construction in a health environment. The Manager is responsible for ensuring all equipment is serviced, maintained, and functioning properly so that the NTHSSA can provide services to clients, facilities are operating safely and meeting all regulations.

The Manager serves as the Legacy facility Infrastructure Coordinator during major renovations coordinated by the DHSS, Infrastructure Division. The incumbent will be the Legacy facility point of contact between DHSS planners regarding all renovation requirements. This position is also responsible for managing and coordinating all program moves during and after renovations. For minor operational renovations not coordinated by the DHSS, the Manager is fully accountable for the successful completion of these projects (e.g., program relocations, minor internal renovations).





INF is responsible for the management of leases and service support of primary infrastructure of the NTHSSA, Legacy facility. The Manager works collaboratively with INF staff and leadership as the primary point of contact for all facility management issues identified by NTHSSA, Legacy staff. The Manager will track all work to ensure it complies with accreditation, best practice, and health facility standards (e.g., Z317.13 Infection Control Standards) and to ensure any non-compliance is addressed with INF management. The incumbent will ensure periodic meetings are scheduled with INF management to track all planned and outstanding work requests, and preventive maintenance. This position is also responsible to provide direct management support and/or develop service management solutions services not managed by INF (e.g., telephone systems, grounds keeping, laundry services, waste management, security, housekeeping, etc.).

The scope of duties for the Manager, Operations includes operational contract management, direct maintenance when required, facility fleet management, and emergency preparedness, environmental management, shipping/receiving, management of contracted services at Legacy for housekeeping services, catering services, roads/grounds, security, waste management, and laundry services. The Manager collaborates with other departments and non-government organizations within the region and across the GNWT to ensure service delivery and to meet the requirements of the organization.

This position has 6 direct reports:

1. Supervisor Facility Services
2. Engineering Technologist (2)
3. Information/Building Systems Technologist
4. Porter (2)

### **DIMENSIONS**

The source of the following information is the 2021-22 Annual Report:

- Number of Employees: 1804
- Budget: Revenues: \$381M  
Operations Expenses: \$404M
- Combined Revenues: \$464M (96% from GNWT)
- Total Expenditures: \$498M
- Deficit: \$34M
- Accumulated Deficit: \$194M
- Net Debt: \$206M

Other key dimensions include:



- Financial Systems: SAM (System for Accountability and Management)
- PA lease operations annual budget: \$30M
- Reporting Positions 6
- Compensation & Benefits \$600K
- Operations & Maintenance \$2.5 million
- Capital \$350M capital investment on facility
- Fleet Management \$300K

## **RESPONSIBILITIES**

### **1. Support the fulfillment of Accreditation Canada Standards in the domains Legacy Operations Services:**

- Works collaboratively with the Territorial Quality and Client Experience Team to implement program, and policy updates to align with the Accreditation Canada Standards of Excellence.
- Identify, establish, and communicates standards, policies, and procedure for all services as it relates to the Accreditation Canada process.
- Work collaboratively with the Territorial Quality and Client Experience Team to ensure contractors receive an orientation and education on Accreditation Canada's Program and the Accreditation Process.
- Develop and implement action plans alongside the Director based on results of any work required to align services with standards, and recommendations from the onsite Accreditation Canada Surveys.
- Collaborate with the Territorial Quality and Client Experience Team and the Territorial Quality Teams to develop and track service indicators.
- Report work plan progress to the Territorial Quality and Experience Team.
- Advise the Director of significant developments in services that could have implication for operations, including making recommendations for corrective actions.

### **2. 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 Manager 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.
- 3. Manage the operational functions and services of the NTHSSA Legacy Facility including capital acquisitions and contracting in accordance with defined legislation, policies, and standards to facilitate the effective delivery of programs and services:**
- Develop and ensure clear understanding of all roles and responsibilities for the maintenance, operation and management of the Legacy facility with all partner agencies, contractors and NTHSSA leadership.
    - Liaise with all partners and maintains ongoing understanding of these roles and responsibilities as well as act as the point of collaboration where roles and responsibilities overlap.
    - Identify gaps in roles and responsibilities and develop/communicate interim solutions which meet NTHSSA operational needs.
    - Liaise with other NTHSSA Territorial Operations management and staff to ensure consistency and standards in operations.
  - Single point of contact for all NTHSSA Legacy staff on any facility management issue and retain accountability to NTHSSA, Legacy facility leadership for the efficient reporting and management of those issues.
  - Maintain the role of single point of contact with INF management counterpart for the joint resolution of all health and social services facility service issues.
  - Track, monitor and support the development and management of annual project plans coordinated through DHSS, INF or prioritized by NTHSSA.
  - Ensure health facility standards are followed and NTHSSA requirements are met:
    - Supervise work by NTHSSA staff and NTHSSA external contractors.
    - Confirm work and maintain awareness of any INF facility maintenance staff or INF contractor working within NTHSSA, Legacy facility.
    - Manage and maintain positive working relationships with GNWT supporting staff and contractors.
  - Plan, budget and manage operational contractor services hired to perform any minor building modifications and alterations that are necessary for the delivery of programs.
  - Ensure facilities are safe and in compliance with current governmental requirements, standards, best practices and various GNWT Safety Divisions or Workers' Safety Compensation Commission (WSCC) Acts and Regulations.
    - Ensure contractors, INF staff and direct reporting staff are aware of and comply with all WSCC, Occupational Health and Safety (OHS), and Infection Control standards while within NTHSSA Legacy facility.





- Ensure contractors and INF staff are aware of and comply with all Health Information Act requirements in terms of protection of patient and client privacy.
  - Ensure compliance with other health and social services environment related standards and best practices as required.
  - Research and make recommendations to leadership on implementation of new operational support programs, health facility technologies, health facility standards that may be required.
    - Provide and develop plans with initial cost estimates in consultation with other departments or other third parties.
    -
- 4. Contract administration: administer and provide contract management and administration for the NTHSSA, Legacy facility:**
- Single point of management of operational contracts, or use of Territorial operational contracts (e.g., housekeeping, food services, laundry services, waste management, security, grounds keeping, snow removal, communication technology contracts, etc.).
  - Act as the single point of contact for contracts and the creation or renewal of NTHSSA Territorial operational support contracts.
  - Manage and accountable for all Legacy facility operational support contracts.
  - Evaluate contracts and performance, and work with the contractor to make necessary changes or alterations to the service provided.
  - Complete performance and regular auditing of services to ensure quality of services in accordance with contract terms.
  - Responsible to ensure contracted services deliverable are submitted by the contracted provider including food services menus and required dietary information for review and approval, standard operating procedures (SOP) and required operational protocols and practices, as well as applicable schedules required posting all in accordance with applicable governing standards and guidelines.
  - Develop and implement auditing procedures to ensure quality of services is achieved and report results.
  - Responsible to investigate, resolve, respond, and report on all concerns related to facilities and contracted services issues from staff and other stakeholders.
  - Perform all associated administrative functions such as invoice approvals and budget management processes.
  - Develop plans and strategies for the effective delivery of the contracted services.
  - Act as the primary liaison for support to contract service providers with respect to facility and vehicle management responsibilities.
  - Fleet management and logistics.
  - Responsible for coordinating evergreening and retirement of all Legacy facility



vehicles through surplus process.

- Manage all fleet service coordination, including direct support of minor service needs (e.g., tire changes, checking oil).
- Manage all fleet commission and licencing.
- Manage the training of all staff on fleet usage and policies.
- Manage the logistics and coordination of fleet schedule to meet operational needs.
- Non-Clinical Furniture, Fixtures and Equipment (FFE) for health facilities and non-health facilities within the Legacy facility.
- Service management/direct support of non-clinical furniture, fixture, and equipment (e.g., desks, chairs, ovens, etc.).
- Coordination with GNWT warehouse for delivery, disposal, or installation of non-clinical FFE.
- Coordination with Legacy facility procurement staff for new non-clinical delivery and installation.
- Facilitate discussions to manage contract disputes and issues as they arise.

**5. Manage the operational functions and services for the Legacy facility for contracted services and Facility Management:**

- Direct and manage all operational requirements for Legacy facility services including housekeeping services, food services, roads/grounds, security, waste management, and laundry services to ensure reliable delivery of contracted services.
- Accountable to develop and ensure compliance with all national and Accreditation standards for health facilities, laundry cleaning and disinfection requirements.
- Accountable and responsible for the safe handling and disposal of all biomedical waste and hazardous materials.
- Manage the application of the Territorial Biomedical Waste service contract as required.
- Accountable for the management and compliance of all national and GNWT standards and application of best practices in the handling of biomedical and hazardous waste produced by the NTHSSA Legacy facility.
- Plan and direct custodial and housekeeping contract services.
- Develop, implement, and maintain policies, procedures, and best practices related to custodial and housekeeping activities.
- Collaborate with management to strategically improve efficiency and capabilities related to custodial and housekeeping services.

**6. Provides leadership related to Facility Operations including codes, fire and disaster planning for the Legacy Facility:**

- Assume the role of Incident Commander for the NTHSSA Emergency Disaster Plan and in that capacity is responsible for ensuring the annual review and accuracy of



the plan.

- Participate on the Territorial Emergency Response Committee (TERC), and a member of the Joint Occupational Health and Safety Committee (JOHSC).
- Single point of coordination with any other disaster or emergency management groups for operational services.
- Develop and manage an emergency measures plan for fires, flooding, and power outages.
- Keep the plan up to date and ensures regular testing of backup systems such as generators.
- Work closely with Workers' Safety Compensation Commission; environmental health; fire marshal and/or other relevant regulatory body to facilitate any necessary inspections and/or investigations and/or implement any necessary corrective actions emanating from any facility inspections or investigations.

**7. Provide broad managerial oversight and accountabilities:**

- Ensure staff orientation / training in any new technology, security, and other systems.
- Prepare and implement all necessary policies for the facilities, including evacuation plans.
- Provide facility orientation to new staff.
- Provide direct support and involvement in any incident investigation involving operational services, vehicles, health facility or health facility technology failures.
- Responsible and accountable for the management, variance reporting and planning of assigned operational budgets.
- Provide leadership and expertise by actively participating in meetings with the Senior Management Team and other program committees.
- Represent the Legacy facility on NTHSSA committees and attends other planning or program meetings related to the operations of the GNWT and NTHSSA.
- Assume Acting responsibilities for the Director when required.
- Perform other duties as assigned by the Director for the purposes of ensuring the smooth and efficient operation of the NTHSSA, Legacy Facility.
- Provide effectively and timely performance feedback, mentoring and coaching.

**8. Represents the NTHSSA in Labour Relations to ensure working relationships with the Union of Northern Workers (UNW) and management are maintained:**

- Provides effective and timely feedback.
- Completes e-Performance including establishing annual goals, interim feedback on performance and goals and annual completion of appraisals for all direct reports.
- 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 UNW.



- Collaborates with HR to assist staff with accommodation plans and progress.
- Recruits, selects, and hires direct reports in collaboration with Human Resources.

**9. In consultation with Risk Management and Legal Counsel when necessary, lead responses to ATTIP requests, and ensures that proper documentation is maintained for internal and public accountability purposes:**

- Prepares project records and documents to facilitate preparation of responses to requests for information through ATTIP and/or media.
- Assists with the communication strategy development for requests and outlines any known implications.
- Coordinates with the NTHSSA communications team and provides support as required.

## **WORKING CONDITIONS**

### **Physical Demands**

Most of the time is spent working in an office environment. The remaining time is spent responding to facility issues within hospital program areas as well as electrical and mechanical plant services areas, which may include climbing ladders, working at heights, as part of performing site/progress inspections.

### **Environmental Conditions**

No unusual conditions while in office area. The incumbent is exposed to electrical, chemical, mechanical, thermal, and biological hazards on a frequent basis. The incumbent is exposed to dirt, noise, noxious odours and garbage on a frequent basis, and may be exposed to weather extremes on occasional basis during summer and winter.

### **Sensory Demands**

The incumbent in this position is subject to long periods of concentrated focus while working with computer programs such as word processor, spreadsheets, and project management programs. The incumbent is further subject to long periods of concentrated focus while reviewing design submission, quotations/tenders, policy and planning documents, and other related documents.

### **Mental Demands**

This position will require regular travel to regional and community health centres. Travel may be by way of small aircrafts. The scope of the work can involve conflicting priorities, politically sensitive issues, and tight deadlines. This position is expected to maintain effective diplomatic relationships with staff, contractors, visitors, and clients which may necessitate conflict resolution, problem solving and team building skills. Decisions will impact long term planning and decisions.



**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of health centre and long-term care facilities and technology to manage operational and technical issues.
- Knowledge of maintenance programs for equipment, vehicles, and facilities.
- Knowledge and skills relating to mechanical and building systems.
- Knowledge of contract administration and management.
- Knowledge and skills relating to project management, particularly in a northern and/or resource constrained environment.
- Knowledge and skills relating to emergency management procedures and processes related to facilities and fleet management within a northern context.
- Knowledge of building design and construction and ability to apply knowledge to trouble shoot, provide direction/advice to contractors, and plan implement and evaluate preventative maintenance.
- Knowledge and training in the use of the CSA Z317.13 Standards for infection control during construction, renovation, and maintenance of health care facilities and Accreditation Standards (Infection Prevention and Control Standards).
- Supervisory, team management and staff engagement skills.
- Organized and the ability to be accountable in the delivery a wide variety of services that are patient centered.
- Skills and the ability to evaluate and ensure standards of care are being met.
- Leadership abilities and verbal and written communication skills including presentations, briefing notes, charts, and graphs.
- Ability to both manage and directly resolve operational and service management problems.
- Ability to rapidly become familiar with a broad range of mechanical, electrical and infrastructure technologies and be able to manage or directly support.
- Ability to acquire knowledge of northern logistics, technology, construction, and context.
- Financial management skills, including project cost tracking, budgets, and variance reporting.
- Skilled in risk management and stakeholder management.
- Skills and abilities in the application of change management.
- Ability to work under pressure with compressed deadlines and multiple deliverables.
- Strategic thinking skills and judgment, to assess options and implications for long term goals, as well as demonstrated ability to research, analyze and synthesize multiple concepts and priorities as well as logistics.
- Ability to collaborate and liaise with internal and external stakeholders in a focused and credible manner to establish effective working relationships.
- Knowledge of service development.
- Understanding of the geographic environment and sensitivity to the cultural needs of remote communities.





- Ability to write and present clear and concise reports/proposals in a wide range of topics and for diverse audiences.
- Communication and negotiation skills employed in establishing effective working relationships with health professionals, government officials, and colleagues.
- Ability to work with a wide range of computer applications and data collection sources in health administration.
- Able to work in undefined areas with little precedent or no precedent and take initiative to solve problems and organize work with minimal supervision.
- Flexible/adaptable to change to perform other duties as required by the Director.
- Ability to be sensitive to the geographical/cultural needs of the regions and understand how community and culture impact on the delivery of health care.
- Ability to model socially inclusive and culturally sensitive and safe behavior and works towards affirmative action and equity within the workforce they are responsible for hiring.
- 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 Bachelor's degree in Engineering (Electrical/Mechanical), Business Administration, or Property Management with five (5) years of contract administration and facility management experience and two (2) years of supervisory experience, and at least with three (3) years experience working in a health care environment.

Project management certification (PMP) would be considered an asset. Knowledge of project management in a northern environment would be an asset.

- A valid class 5 driver's license and satisfactory driver's abstract.
- Health care facilities management, operational management, project management, and/ or contract management certification(s) is preferred.
- Experience in a cross-cultural setting is preferred.
- Experience in a Northern cold weather environment preferred.

Equivalent combinations of education and experience will be considered.

**ADDITIONAL REQUIREMENTS**

Proof of immunization in keeping with current public health practices is required.

The incumbent must be able to acquire within a reasonable time frame and remain current with the following mandatory certifications:

- OHS Supervisor Course



- Non-Violent Crisis Intervention
- Workplace Hazardous Materials Information System (WHMIS)
- Fire Training
- FIT Testing
- Transportation of Dangerous Goods
- CSA Infection Control Standards Compliance
- Workplace Bullying/Respectful Workplace

**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