



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Engineering Technologist I	
Position Number	Community	Division/Region
48-17169	Yellowknife	Stanton P3 & Facility Operations / Territorial Operations

PURPOSE OF THE POSITION

The Engineering Technologist I operates, repairs, maintains, and enhances Northwest Territorial Health and Social Services Authority (NTHSSA) facility assets, in addition to providing client supports to meet operational needs and emergency responses. The incumbent works in accordance with standards and processes established by the NTHSSA, Canadian Standards Association (CSA), Underwriters Laboratory (UL), American Society Mechanical Engineers (ASME), National Fire Code Canada (NFCC), manufacturers, and accreditation, so that Legacy assets are maintained in optimum condition. This position works within Government of the Northwest Territories (GNWT) acts and regulations, policies and procedures, and municipal building codes to ensure a safe and comfortable environment for patients, staff, and visitors.

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 (HSS) 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 HSS has delegated authority to administer and comply with all or parts of many other 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. This 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 Tłı̨chǫ 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 HSS 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 HSS 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 HSS. As well, HSS 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 HSS 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 HSS 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 HSS 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 HSS 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 Engineering Technologist I is part of the STH P3 and Facility Operations in the Finance Branch, reports to the Manager, Operations and is located in Yellowknife.

The Engineering Technologist I is responsible for the provision of primary support on \$85 million worth of assets at the Legacy facility.

Services include;

- Operating, communication, safety, and patient care systems;
- Performing equipment repairs and maintenance;
- Response role in several emergency response codes;
- Project management role to meet needs;
- Provides operational support for client operations;
- Within the scope of service has authority to determine the most effective means to achieve approved end results to meet the clients' need within predetermined budgets, standards, and processes;
- Within the scope of service this position carries a high degree of direct responsibility for the safety and comfort of patients, staff, and visitors.

Due to the complex and specific nature of the facility environmental, communication, safety, and patient care systems, one (1) year on-site orientation is required to meet minimum expectations to work with specific equipment and systems, standards and process; it is also



generally accepted that it will take (4) to five (5) years to become competent on the majority on facilities, equipment and devices. The systems that this position must learn to operate represent substantial learning requirements, and the complexity and scope of technologies and devices used by the incumbent requires continuous skill development. As such, the job holder is required to anticipate, plan for, and carry out the personal and professional developmental components, as much of the knowledge required to perform the duties are learned on the job in a self-directed manner.

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
- Compensation & Benefits \$600K
- Operations & Maintenance \$4 million
- Capital \$350M capital investment on facility
- Fleet Management \$100K

RESPONSIBILITIES

1. Support the fulfillment of Accreditation Canada Standards in the domains Facility Operations and 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.
- 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.

3. Facility Equipment Service and Operations operates and maintains all non-Biomedical assets at the Legacy site.

- Through system condition checks and parameter calibrations this position operates the facilities Sterilization Equipment, communication devices, safety, and patient care systems for the safety and comfort of building occupants.
- Ensures the safe daily operation and maintenance of all assets under all of the GNWT Safety Division Acts and Regulations, such as electrical and Occupational Health and Safety (OHS), and the GNWT Boilers and Pressure Vessels Act and Regulations.
- Provides program administration role on services that require a coordinated response from both internal and external service providers.
- Repairs assets through stabilization of failures, determination of cause, and coordinating required resources for corrective actions.
- Primary coordinator for all repairs of non-Biomedical equipment and systems to ensure an effective and quick return of operations for all required repairs on assets.
- Provides support for other units / sections as the primary coordinator of resources for operational routine services.



- Provides building services such as waste management, document storage and disposal, and routine equipment safety checks.
- Using CMMS software, performs Preventative Maintenance through scheduled tasks and service standards and coordinates the preventative maintenance checks and services on assigned equipment and systems to ensure effective operation and longevity of assets.
- Analytically troubleshoots complex technical issues by breaking them apart into smaller pieces or tracing the situation in a step-by-step manner to ensure that proper corrective actions occur with an understanding of the impacts on the equipment, systems, and clients.
- Purchases parts and inventory within a set spending limit for repairs when needed.
- Point of contact for NTHSSA staff on facility issues and retain accountability to NTHSSA, Legacy facility.
- Ensure health facility standards are followed and NTHSSA requirements are met:
 - Confirm work and maintain awareness of any INF facility maintenance staff or INF contractor working within NTHSSA, Legacy.
 - Maintain positive working relationships with GNWT supporting staff and contractors.

4. Active participation in emergency response plans.

- Prepared to respond to fire, mass casualty, staff assistance, bomb threats, chemical spills, loss of utilities, equipment and systems failures.
- Assumes the primary decision role during the absence of authority during evening, nights, and weekends for emergency responses; situations will be presented where there is a threat of injury, property damage or a decrease in client comfort.
- Works collaboratively with Project Co in a joint effort to minimize damage and loss during an emergency response.
- Recommends to management on necessary new systems or equipment required and provides initial cost estimates.
- Participates and plans with management on strategies to gain efficiencies, improve functional capabilities.

5. Provides support required for facility design, technology management, project management or operational incentives.

- Supports the delivery of construction services within the facility, including any building modifications and alternations that are necessary.



- Supports the delivery of capital projects initiated within the facility, with other GNWT representatives, i.e. Department of Infrastructure (INF) who may be involved in the process.
- Service support of facility furniture, fixture, and equipment (FFE).

6. Provide broad support responsibilities.

- Provide facility orientation to new facility services staff including as required for the Legacy facility.
- Provide support and involvement in any incident investigation involving operational services, vehicles, health facility or health facility technology failures.
- Perform other duties as assigned by the Manager or Director for the purposes of ensuring the smooth and efficient operation of the NTHSSA, STH and Legacy facility as required.
- Provide mentoring to new staff.
- Coordination with GNWT warehouse for delivery, disposal, or installation of materials, goods, or equipment.
- Provide and assist with operational support and readiness for the Stanton Territorial Hospital and Legacy facilities.

WORKING CONDITIONS

Physical Demands

There are occasional times when heavy lifting is required. The physical size of the facility requires a substantial amount of travel on a frequent basis throughout the facility. The incumbent will spend most of their time 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.

Environmental Conditions

The incumbent is exposed to possible substantial mechanical, chemical, electrical, thermal and biomedical hazards daily in order to do tasks assigned. This position is expected to work with professional tools on a frequent basis, some of which can be hazardous if not applied correctly. Due to the nature of the environmental systems and building structure this position is expected to work in confined spaces 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 routinely works with complex systems, equipment, and devices. Operational condition checks, fault repairs, and maintenance services require concentrated levels of attention in order to discern conditional discrepancies, and safely conduct corrective actions.

Mental Demands

The incumbent is required to work as effectively as is possible within pressing client-imposed deadlines to maintain or enhance facility or departmental operations. Continuous attention to system, equipment, device and project expected end results and the impact of the clients' well-being will be experienced as this position does play the primary coordinating role in meeting those end results. This position holds direct responsibility for the safety and comfort of the client within the roles assigned for emergency responses. This position is expected to maintain effective diplomatic relationships with staff, contractors, visitors, and clients.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of Facility Equipment Service and Operations, and the skills to operate and maintain all non-Biomedical assets at the Legacy facility.
- Knowledge of, and the ability to acquire a high level of system understanding to effectively perform preventative maintenance services on complex systems.
- Ability to operate the facilities Sterilization Equipment, communication devices, safety, and patient care systems.
- Knowledge applicable to operate, repair, maintain and enhance facility assets.
- Skilled in ensuring general facility upkeep and safety as well as maintaining the appropriate level of human comfort.
- Ability to acquire and apply knowledge of relevant GNWT acts and regulations, policies and procedures and municipal building codes.
- Ability to ensure the safe daily operation and maintenance of all Medical Device Reprocessing Sterilizers, Flash Sterilizers, and Steam Generators.
- Ability to coordinate non-Biomedical equipment and systems repairs.
- Ability to carry out technical repairs and services on electrical, electronic and mechanical systems, equipment, and devices, along with building structures and finishes.
- Skilled in the effective use of a wide range of computers, software, diagnostic equipment, and hand/ power tools, along with skills in the application of maintenance materials and working in maintenance processes.
- Knowledge and application of Computerized Maintenance Management System (CMMS) software to perform preventative maintenance on assigned equipment and systems.
- Analytical and troubleshooting skills to ensure corrective actions occur with an understanding of the impacts on the equipment, systems, and clients.
- Ability to provide program administration on services that require a coordinated response from internal and external service providers.



- Ability to commit to continual training for new or specific technology systems, equipment, and emergency responses.
- Ability to seek out the information required to ensure an adequate understanding of the technical and client issues that are routinely experienced can be accurately carried out.
- Interpersonal and service-oriented skills to meet client's needs; to discover the underlying needs in order to match supports for the client needs to available services and resources.
- Communication skills including listening and responding appropriately and effectively.
- Knowledge of maintenance programs for equipment, vehicles, and facilities.
- Knowledge and skills relating to mechanical and building systems.
- Knowledge and skills relating to emergency management procedures and processes related to facilities and fleet management within a northern context.
- Knowledge 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).
- Ability to rapidly become familiar with a broad range of mechanical, electrical and infrastructure technologies.
- Ability to acquire knowledge of northern logistics, technology, construction, and context.
- Flexible/adaptable to change to perform other duties as required by the Manager or 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:

Technical preparation at the diploma or certificate level in the field of mechanical or power plant engineering technology, a minimum of a 5th class power engineering certificate of competency, and two (2) years of work experience, in a plant with a 5th class power engineering rating.

- 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.
A valid class 5 driver's license and satisfactory driver's abstract.



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

- Non-Violent Crisis Intervention
- Workplace Hazardous Materials Information System (WHMIS)
- Fire Training
- BioSafety 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