



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Regional Manager, Materials Management - South	
Position Number	Community	Division/Region
48-4237	Yellowknife	Supply Chain and Physician HR Management/HQ

## PURPOSE OF THE POSITION

The Regional Manager, Materials Management – South manages the acquisition, procurement, receiving, storage, and distribution of the Stanton Territorial Hospital (STH) warehouse, including the protection of materials and supplies of medical supplies and operating room inventories on behalf of the Northwest Territories Health and Social Services Authority for STH Headquarters (HQ) and the regions of Yellowknife, Dehcho and Fort Smith. This position also supports the Beaufort Delta regions, the Hay River Health and Social Services Authority (RHSSA) and Tłı̨chǫ Community Services Agency (TCSA).

## SCOPE

The Northwest Territories Health and Social Services Authority (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)*.

The NTHSSA is divided into six regions: Beaufort Delta, Dehcho, Fort Smith, Sahtu, Stanton Territorial Hospital and Yellowknife, with a Chief Operating Officer heading up each region.

Two jurisdictions, Hay River and Tłı̨chǫ within the Northwest Territories (NWT) deliver local health and social services independent of NTHSSA. NTHSSA also provides specialized medical services that are not available locally to residents of the Kitikmeot region of Nunavut through agreements with the Government of Nunavut. These arrangements add 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 NTHSSA.



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.

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.

Located in Yellowknife and reporting to the Territorial Director, Supply Chain and Physician Human Resource Management, the Manager oversees the Materials Management – South Unit in the Supply Chain and Physician Human Resource Management Division in the Finance Branch of the NTHSSA. The majority of materials required are highly specialized medical supplies, pharmaceuticals and vaccines requiring specific expertise and attention to detail. The Manager is also responsible for centralized mail for STH including sorting and distribution and for managing local courier services.

The Manager works within a Legislative and Policy framework and carries out its responsibilities in accordance with Government of the Northwest Territories (GNWT) acts, regulations, policies, and departmental procedures including the Financial Administration Act, Contract Regulations, Business Incentive Policy (BIP), Financial Administration Manual (FAM) and other government policies.

This position is responsible for standardizing of supplies in collaboration with others, and for the protection and inventory control of medical and non-medical supplies to ensure that NTHSSA programs and regions have the materials required and available for use within the healthcare system.

The position involves extensive collaboration and cooperation with the program areas and regional management throughout NTHSSA, colleagues within the NTHSSA Finance Branch, Procurement Shared Services (PSS) and Financial Shared Services (FESS), and with independent stakeholders and vendors. The position is a co-chair for the NTHSSA Supply Standardization Committee.

The incumbent can be exposed to a communicable/infectious disease(s) daily; blood and body fluid, hazardous materials (sharps, needles, toxic cleaning, and sterilizing solution). Required precautions and standards of care decrease the potential risk. The position is required to work outside from time to time when accepting a shipment or supervising delivery.



## **RESPONSIBILITIES**

### **1. Lead the Materials Management – South unit.**

- Develop and maintain business processes, standard operating procedures and training materials in accordance with GNWT FAA, FAM and procurement guidelines and NTHSSA supply chain objectives and best practices.
- Monitor and manage the STH Materials Management budget, variance and expenses, including the centralized freight and printer budgets for the STH facility.
- Review invoices, authorize payments and reconcile expenditures in SAM in accordance with budget manager responsibilities.
- Perform analytics and prepare options papers, recommendations and briefing notes.
- Oversee the training of STH Materials Management staff in purchasing, receiving and distribution functions.
- Develop, implement, and maintain NTHSSA-specific SAM training for program and regional staff.
- Collaborate and communicate with GNWT and NTHSSA staff.

### **2. Manage the standardization of medical and non-medical supplies across NTHSSA.**

- Co-lead the standardization of products across the NTHSSA including consultation with program and regional subject matter experts (SMEs).
- Determine materials requirements in consultation with appropriate program and regional staff.
- Develop and co-lead an interdisciplinary committee for the standardization of supplies across the NTHSSA, which ensures comprehensive consultation with regional and program stakeholders, such as surgeons, STH and regional managers, NICs, etc.
- Maintain up-to-date stores catalogues for regional and program staff.
- Assess and determine bulk purchasing options, including collaborating with colleagues to develop standing offer agreements and pricing agreements for frequently purchased medical and non-medical supplies.
- Coordinate, consolidate and standardize inventories across NTHSSA where possible.

### **3. Manage the purchasing and expediting for NTHSSA Headquarters, STH and the Dehcho, Fort Smith and Yellowknife Regions.**

- Ensure procurement procedures allow for efficient and effective purchase and availability of medical supplies and pharmaceuticals.
- Oversee the purchasing activities including alignment with GNWT requirements.
- Manage the research and investigation for new and alternative suppliers and recommend possible product substitutions in consultation with SMEs.
- Oversee and manage the regular communication with program and regional staff on the status of orders and other related matters, including providing periodic reports and analysis to support program and service decision making.



- Oversee and manage follow up on outstanding orders and damaged or unacceptable shipments from vendors.
- Oversee and manage the return process from units and health facilities to Materials Management or vendors.
- Ensure documentation for tracking systems and financial records are maintained in accordance with standards.

**4. Manage the warehousing, receiving, distribution and inventory storage and protection requirements of the STH and off-site warehouses.**

- Maintain adequate inventory levels to ensure that stock is readily available as required by the programs and regions.
- Collaborate with colleagues and provide recommendations on products and volume levels.
- Oversee the inspection and receiving functions, including managing damaged shipments and coordinating replacement products as required.
- Maintain the integrity of the inventory through inventory management best practice, including first-in, first-out processes, regular cycle counts, audits and physical counts.
- Manage periodic reviews of inventory levels, expiry dates and damage, and collaborate on investigations of discrepancies and stockouts.
- Ensure proper storage, handling, and disposal of products in accordance with product Safety Data Sheets (SDSs).
- Oversee the disposal and write-off of expired, end-of-life or damaged materials.
- Establish and maintain appropriate security and control of inventory.
- Establish appropriate access and related restrictions, including oversight of the physical warehouses and appropriate segregation of duties within SAM.
- Ensure that the warehouse is maintained in accordance with applicable Canadian Standards Association (CSA) and Infection Control standards.
- Oversee the daily supply needs for STH Exchange Carts and wards in consultation with appropriate program staff.
- Ensure outgoing lab samples, medical equipment, and other materials are shipped in a timely fashion.
- Ensure all shipments are handled in accordance with applicable Transport Canada requirements, GNWT and NTHSSA policies, and CSA and infection control standards.

**5. Manage the STH mail and courier operations.**

- Manage the local courier services contract to ensure timely and appropriate deliveries for NTHSSA throughout Yellowknife.
- Ensure incoming and outgoing mail is sorted and distributed appropriately, and internal mail to and from HQ, STH, Regions, HSS and GNWT is administered properly.



- Ensure proper handling and internal controls are in place to secure mail and protect confidential and sensitive documents and to avoid damage to documents such as lab results, images, etc.

## **6. General duties.**

- Supervise and direct Materials Management staff to ensure operational requirements are met.
- Manage Human Resources requirements including hiring and retention and performance management.
- Uphold safe work practices and ensure all staff have necessary mandatory training.
- Uphold and consistently practice personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace.
- Prioritize staff mentorship, on-the-job training, and staff development.
- Act as a team player assisting and supporting Supply Chain and Physician Human Resource Management divisional staff and Finance Branch colleagues.
- Provide advice and support to staff throughout NTHSSA on purchasing, warehousing and distribution.
- Prepare information and documents and/or communicate with third party stakeholders.
- Prepare various briefing materials, analytical and ad hoc reports and decision documents.
- Prepare and present information and lead training to staff throughout NTHSSA.
- Perform other related duties as assigned.

## **WORKING CONDITIONS**

### **Physical Demands**

No unusual demands.

### **Environmental Conditions**

No unusual conditions.

### **Sensory Demands**

No unusual demands.

### **Mental Demands**

The need for timely availability of medical supplies and pharmaceuticals is an essential part of operations throughout NTHSSA and the demand for these supplies and volume of usage can be very unpredictable.



## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of supply chain including; transportation, warehousing and storage, inventory control, asset management, logistics, and disposal.
- Knowledge of supply chain best practices and GNWT legislation, policies, and procedures as they relate to inventory and asset management and contract requirements.
- Knowledgeable of northern procurement issues; sensitive to the northern political and socio-economic environment.
- Knowledge of infection control regulations and CSA standards in relation to the purchasing, storage, and distribution of medical supplies.
- Supervisory and management skills including the ability to assign work and motivate others to maximize productivity.
- Skilled in all Microsoft software and other enterprise resourcing planning (ERP) software.
- Problem solving and analytical skills, including the skills and abilities to manage multi-faceted issues on a wide range of supply chain management disciplines.
- Skills in critical thinking and decision-making.
- Communications skills (written and verbal) and interpersonal skills, including the ability to maintain professional communications.
- Organizational and time management skills, including the ability to plan, coordinate, prioritize and meet deadlines.
- Customer service and interpersonal relations skills including an ability to understand and explain supply chain and financial concepts in laypersons' terms.
- Ability to interpret, analyze and prepare warehousing, receiving, distribution and inventory discrepancy reports.
- Ability to work within and respond effectively to competing and frequently changing priorities, with a broad understanding of organizational needs.
- Ability to interpret and assess risk management, financial and supply chain policy documents.
- Ability to design and develop supply chain policies, business processes, procedures and training.
- Ability to manage conflict and difficult conversations.
- 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 university degree in a business-related field or other relevant program area and five (5) years of relevant experience including one (1) year of supervisory or team lead experience.

Equivalent combinations of education and experience will be considered.



## **ADDITIONAL REQUIREMENTS**

### **Position Security**

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

### **French language (check one if applicable)**

- French required (must identify required level below)

Level required for this Designated Position is:

**ORAL EXPRESSION AND COMPREHENSION**

Basic (B)  Intermediate (I)  Advanced (A)

**READING COMPREHENSION:**

Basic (B)  Intermediate (I)  Advanced (A)

**WRITING SKILLS:**

Basic (B)  Intermediate (I)  Advanced (A)

- French preferred

### **Indigenous language: Select language**

- Required
- Preferred