



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Supervisor, Materials Management	
Position Number	Community	Division/Region
48-4237	Yellowknife	Materials Management and Contracting

## PURPOSE OF THE POSITION

The Supervisor, Materials Management is responsible for providing management expertise, leadership and direction in the delivery of supply chain, purchasing and contract management that supports departments/activities in all areas of the hospital and some territorial health authorities and clinics. This position is responsible for the delivery of dietary, laundry, housekeeping services, procurement, receiving and distribution of inventory, forms administration and mail distribution. This position is also a member of Stanton's Minor Capital Equipment Committee.

The goal of this position is to manage the services in accordance with NWT legislation, policies, regulations, Purchasing Management Association of Canada (PMAC) purchasing standards and ethics, best practice guidelines and accepted industry standards to ensure goods and services are procured at the most favorable cost, contractors and suppliers are treated fairly and equitably.

## SCOPE

Located in Yellowknife, the Supervisor, Materials Management reports to the Territorial Comptroller, Materials Management and Contracting.

The Northwest Territories Health and Social Services Authority (NTHSSA) is headquartered in Yellowknife and is responsible for delivering health and social services in most communities across the NWT. The NTHSSA covers 1.2 million square kilometers and services approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginal peoples. The NTHSSA delivers a full-range of primary, secondary and tertiary health and social services including family services, protection services, continuing care services,

diagnostic and curative services, care placements, mental health, addictions, rehabilitation, and developmental activities. These services are delivered by more than 1,400 health and social services staff.

Stanton Territorial Hospital (Stanton) is an accredited facility in Yellowknife, and is the referral center for approximately 40,000 regional residents of the Western Arctic and Nunavut (Kitikmeot Region). Stanton provides health care services to adults and children on an inpatient/outpatient and outreach basis in order to restore health with dignity.

This position is located at the Stanton Territorial Hospital. The incumbent is responsible for planning, organizing, managing and directing a wide range of support services in Materials Management which includes Procurement, Distribution, Logistics, Medical Supply Stores, Inventory and Asset Management, Contract Administration, Forms Management, along with centralized mail and courier services, to ensure that patients, residents, staff and visitors receive professional, competent and quality services.

This position is responsible for the delivery and quality control of Patient Food, Cafeteria, Housekeeping and Laundry services through a contracted service.

The Supervisor, Materials Management supervises a team of Purchasing, Distribution, Inventory Control and Stores Officers. This position is responsible for combined overall budget of approximately 6 million per year; procurement of goods and services for Stanton and NTHSSA in excess of 10 million per year; and maintaining a \$275,000 central warehouse/inventory of medical supplies and issues/sales of approximately of 1.7 million per year to Stanton and the Northwest Territories Health and Social Services Authority (NTHSSA)

## **RESPONSIBILITIES**

### **1. Plans, directs, develops, establishes and administers Materials Management to facilitate the provision of quality patient care.**

- Monitors the department budgets and prepares quarterly budget variance reports;
- Develops, implements and evaluates new and continuing services and programs;
- Oversees and coordinates the development of long-term and short-term services related to support service plans for all areas;
- Researches and analyzes trends, information and data to develop and/or recommend new or improved services;
- Identifies most effective resources required to maintain/enhance current service(s) and/or to plan for the delivery of future services; and
- Develops, implements and evaluates a system for continuous quality improvement.

### **2. Provides leadership and direction to Materials Management staff.**

- Defines areas of responsibility for all subordinate positions through development of job descriptions;
- Recruits, develops, motivates and supervises staff in the department and fosters the creation of an environment conducive to high employee morale, group cohesiveness

- and teamwork;
  - Participates in developing the departmental work plan and coordinates the tasks required to achieve the objectives, monitors progress and adjusts as required;
  - Coordinates and monitors the distribution of work within the department;
  - Conducts performance appraisals and monitors ongoing performance providing feedback to employees, including managing progressive discipline to staff as required and conflict resolution;
  - Creates opportunities for staff development within the workplace and through formal education;
  - Plans and implements cross-training exercises to ensure that staff understand related duties and can backfill for each other when necessary;
  - Ensures staff have access to necessary resources, supplies, equipment and information;
  - Assists staff with the development of sound processes, routines and checklists that will serve to improve efficiency within the department; and
  - Identifies areas for potential cost saving or reallocation of resources.
- 3. Plans, organizes, manages, directs and controls the activities of the purchasing processes for procurement of Materials Management goods and services.**
- Purchases goods and services for Stanton and NTHSSA and various Departments and Health Centres; and
  - Ensures monthly invoice requests for NTHSSA as well as various Departments and Health Centre's are sent to Finance for billing.
- 4. Coordinates and maintains a Central Medical Supply Warehouse/Stores that has an inventory value of \$275,000 that supplies Stanton and NTHSSA when requested (sales/issues of approximately of \$1.7 million per year).**
- Maintains and manages adequate inventory levels of medical and office supplies to ensure that stock is readily available, so healthcare professionals can provide safe and timely health care to patients;
  - Ensures orders and supplies are provided in a timely manner;
  - Maintains the integrity of the inventory through cycle counts, audits and physical counts;
  - Plans and coordinates the annual physical inventory count;
  - Schedules monthly section specific counts as part of internal control function;
  - Analyzes inventory discrepancies to computerized inventory and implements corrective actions;
  - Ensures accurate and timely completion of inventory adjustments, edits and reconciliations;
  - Monitors inventory to ensure that the appropriate reorder points are maintained (Min/Max order points), to ensure that proper inventory levels are maintained;
  - Ensures that warehouse staff take responsibility for managing the automated inventory system so that reports are accurate and reflect needs based on proper inventory levels; and
  - Ensures that the warehouse is maintained at a high level of cleanliness in accordance

with CSA and Infection Control standards.

**5. Manages and monitors inventory costs to ensure appropriate use of resources.**

- Responsible for cost reduction and cost avoidance through standardization of medical supplies and monitoring of stock levels with expiry dates;
- Researches cost reductions through standardization, value analysis and group purchasing;
- Reduces costs associated with inventory by maintaining or reducing inventory levels while maintaining high levels of service to user department;
- Researches and forecasts future price increase/decreases for all goods/services;
- Conducts analysis of supply utilization for various departments; and
- Investigates new products and provides cost analysis.

**6. Responsible for the Distribution, Logistics and supply of medical and other supplies to all areas/wards throughout the hospital and a centralized mall and courier service by ensuring.**

- Exchange carts and wards are stocked with the Medical Supplies on a daily basis to appropriate quotas so clients can provide safe and timely professional health care to patients;
- All incoming materials are received and delivered in a timely fashion to various locations throughout the hospital;
- All outgoing lab samples, medical equipment, and other various materials are shipped in a timely fashion;
- Mail is sorted and distributed appropriately, including the handling and distribution of charts, lab samples and other materials; and
- Materials are handled in accordance with CSA and infection control standards.

**7. Responsible for online Material Safety Data Sheet (MSDS) application and ensuring primary MSDS binders for Stanton are current.**

- Ensures online MSDS library is updated when new items requiring a MSDS enter the system;
- Ensures Material Safety Data Sheets are incorporated into the main binders as necessary; and
- Works with departments to ensure their MSDS inventories are up to date.

**WORKING CONDITIONS**

**Physical Demands**

Incumbent is required to be very mobile. This position is expected to be sitting, bending, reaching, standing or walking in the course of day. This is a high frequency, intensity and duration is dependent on the workload and acuity of the day.

## **Environmental Conditions**

Position can be exposed to a communicable/infectious disease(s) daily; blood and body fluid, hazardous materials (sharps, needles, toxic cleaning and sterilizing solution) can lead to potential risks to be incumbent. Universal precautions decrease the potential risk. Continuing education, training, and experience will assist with the management of personal stress this situation will present the individual.

## **Sensory Demands**

The sensory attention required varies in intensity, duration, and frequency and is dependent on the workload and acuity. The nature of distraction in the environment that may affect the care during the working process may include:

- Reading, observing, focused listening, poor lighting
- Touching, attending to the nuances of sound
- Inspecting, tabulating data, manual manipulation, proofreading

## **Mental Demands**

With responsibility for a broad range of support service areas and the incumbent is required to demonstrate leadership roles in emergency situation such as fire, disaster, and hospital evacuations. The incumbent must be able to juggle a large number of responsibilities, focus on emergencies as they arise, and retain composure at all times. At times the employee is required to work long hours to meet deadlines and/or to handle tasks outside of the regular work hours. The incumbent must have a flexible approach to his/her job and be able to negotiate the expectation of stakeholder groups - some of which can be very demanding. Problem and conflict management can also add to the individual stress.

With the responsibilities of the services like the appearance and cleanliness of the of the hospital, patient and cafeteria food services, central reprocessing and contracting services, these services are constantly under political and public scrutiny

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of Materials Management including, purchasing, transportation, storage, inventory control, asset management, logistics, disposal and service procurement.
- Knowledge of computerized inventory systems, inventory and stock maintenance procedures.
- Knowledge of management techniques including budgeting methods.
- Knowledge of the support services in a health care environment, a demonstrated ability for effective leadership and practical health-care management experience.
- Knowledge of infection control regulations.
- Experience in infection control environments areas is required.
- Demonstrate effective interpersonal communication skills; both written and verbal.
- Organizational behavior skills.
- Proficiency with Microsoft Office Suite
- Must be sensitive to the geographical and cultural needs of the people and understand

- how community and culture Impacts the delivery of health care.
- Excellent facilitation and presentation skills.
- Ability to work cooperatively as a team member with the ability to motivate staff and get them to work together as a team.
- Working knowledge of total quality management or continuous quality improvement processes.
- Management experience in a unionized environment.

**Typically, the above qualifications would be attained by:**

Completion of a Degree in Business, Commerce or other related field with completion of the Strategic Supply Chain Management Knowledge modules through the Supply Chain Management Association and three years of supervisory experience. Equivalent combinations of educational qualifications and experience will be considered on individual basis.

**ADDITIONAL REQUIREMENTS**

**Position Security** (check one)

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

**French Language** (check one if applicable)

- French required (must identify required level below)
  - Level required for this Designated Position is:
  - ORAL EXPRESSION AND COMPREHENSION
    - Basic (B)  Intermediate (I)  Advanced (A)
  - READING COMPREHENSION:
    - Basic (B)  Intermediate (I)  Advanced (A)
  - WRITING SKILLS:
    - Basic (B)  Intermediate (I)  Advanced (A)
- French preferred

**Indigenous Language:**

- Required
- Preferred