



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Director, Outpatient, Specialty and Support Services	
Position Number	Community	Division/Region
48-4250	Yellowknife	Stanton Territorial Hospital

PURPOSE OF THE POSITION

The Director, Outpatient, Specialty and Support Services (Director) is responsible to ensure that the strategic objectives of the Northwest Territories Health and Social Services Authority (NHTSSA) are successfully implemented in the Stanton Territorial Hospital (STH) departments that provide specialty, outpatient and support services. By setting the direction to facilitate the day-to-day operations and delivery of quality services within their portfolio, the Director is also responsible for the provision of leadership to outpatient, specialty and support services to develop a culture of safety and accountability and to ensure staff are supported in meeting operational requirements of their respective departments, and STH as a whole. This position is also responsible for the minor capital equipment (under \$5K) procurement and evergreening processes as well as to work with STH's partners on capital evergreening for equipment over \$5K.

SCOPE

The NHTSSA is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłıch'ı regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. Health and social services includes the full range of primary, secondary and tertiary health services and social services including family services, protection services, care placements, mental health, addictions, and developmental activities, delivered by more than 1,800 health and social services staff.

STH is an accredited facility, located in Yellowknife, NWT. STH is the referral center for approximately 43,000 NWT residents and 6,000 residents from the Kitikmeot Region of Nunavut.

Located in Yellowknife, the Director, Outpatient, Specialty and Support Services, reports to the Chief Operating Officer-STH (COO) and is a member of the NHTSSA Senior Management team.



The Director is a key executive management role, responsible and accountable to provide vision and leadership to the strategic planning, direction, delivery and evaluation of outpatient and support services administration and overall operations of STH.

In addition, the Director, is the STH lead for managing the operating relationships with the Worker's Safety and Compensation Commission (WSCC), NTHSSA Occupational Health and Safety, the Director of P3 Services, and the P3 operator of the STH.

The incumbent works within a legislative and policy framework and carries out its responsibilities in accordance with the Government of Northwest Territories (GNWT) acts, regulations, policies and health authority procedures which include but are not limited to the *Canada Health Act*, the *Hospital Insurance and Health and Social Services Administration Act*, the *Medical Care Act*, the *Medical Professions Act*, the *Ophthalmic Medical Assistants Act*, and the GNWT Medical Travel Policy.

This position will work closely with their COO and with the NTHSSA Territorial Directors, to ensure that patient needs are being supported and addressed; and to identify and address program challenges and opportunities for improvement, establish program objectives for the territorial hospital, and to report on and contribute to the evaluation of the effectiveness and efficiency of the program delivery of the hospital. They will also contribute to the development of the program area across the territory through their participation in cross-territory initiatives and projects.

STH is a 100-bed acute care hospital that serves as the Territorial Hospital to the NWT and Kitikmeot Region of Nunavut. STH provides healthcare services to adults and children on an inpatient/outpatient and outreach basis in order to restore health with dignity. These services include Emergency, Acute Inpatient and Ambulatory; Diagnostic and Laboratory; Rehabilitative Services, Ophthalmology, Cancer Care, Renal Care, Indigenous Wellness, Psychiatry and Mental Health, Surgery, and Specialist Services including Travel Clinics and an Emergency Response Plan.

The Director is responsible for an overall annual budget of approximately \$45 million within overall budget of STH.

Like other healthcare institutions throughout Canada, STH exists in a climate of rapid change, fiscal restraint, and high staff turnover rates and faces the constant challenge to attract experienced healthcare professionals and meet the demand for increase in services and resources.

An appreciation of the economic impacts of health services, the role of the Department and Health and Social Services (DHSS) and the NTHSSA in service delivery and the interplay with political decisions are critical to success in this position.



Under the umbrella of outpatient, specialty and support services, the portfolio includes the following programs: Cancer Services, Renal and Hemodialysis Services, Operating Room and Day Procedures (Endoscopy and IV Therapy), Specialist Services and Ophthalmology, Pharmacy, Staff Development, Float Pool and Scheduling, Health Records and Patient Registration, Medical Device Reprocessing, Indigenous Wellness, Medical Device Reprocessing, and the Minor Capital Equipment Acquisitions and Capital Asset Management System. The Director, Patient Care -Outpatient, Specialty and Support Services: has eight (8) direct reports, and approximately 280 indirect reports. The Direct reports include:

The **Manager Specialty, Renal and Chemotherapy**, responsible for managing and providing operational leadership to the Renal Care Program, including the Dialysis Unit, the Chemotherapy Unit, the Ambulatory Care Centre and the offsite Ophthalmology Clinic.

The **Manager, Operating Room and Day Procedures** provides management expertise and operational leadership to the Surgical Services Department including Surgical Day Care, Operating Rooms, Recovery Rooms, Endoscopy units and IV Therapy units.

The **Manager Staff Development and Scheduling** provides management expertise to Staff Development and Staff Education, the scheduling of staff for STH and the float pool.

The **Territorial Manager, Health Records** is responsible for management of the Health Records, Transcription, and Admitting/Registration areas. The Manager is also responsible for overseeing the Territorial Health Records program from a subject matter perspective, and providing Territorial reporting, both internally and externally to the Department of Health and Social Services, and CIHI.

The **Manager, Pharmacy** is responsible for managing the STH Pharmacy department, including managing all systems, policies and procedures, equipment and supplies required to appropriately provide pharmaceuticals to the Hospital, and support to the Fort Smith and other NTHSSA regions. Additionally, the STH Pharmacy department provides Territorial leadership and Regional support on pharmacy functions, including policies and procedures, accreditation, and other projects as they arise.

The **Manager, Indigenous Wellness Services** coordinates the delivery of Indigenous cultural programming as well as interpretation services offered by the Indigenous Wellness Program ensuring that patients and families have access to the support they need while in hospital and helps to ensure that STH creates a culturally responsive hospital environment for patients/residents and their families.



The **Biosafety Officer** provides and coordinates mandatory Biosafety programming, consultation, and training to the Hospital, and all staff working within the building, including contractors, and is the facility subject matter expert who ensures compliance with the Human Pathogens and Toxins Act and Regulations and Health of Animals Act and Regulations.

The **Supervisor, Medical Device Reprocessing** is responsible for managing, monitoring, assessing and improving levels of efficient and effective daily functions of the Medical Device Reprocessing unit in accordance with established standards of infection control.

This Director is also the lead STH representative and liaison for the NTHSSA Territorial Operations including the following areas: Information and Health Technology, Occupational Health and Safety, Privacy and Risk Management, Biomedical Engineering, Contracts and Procurement/Materials Management, Health Emergency Management, P3 Management, and Records Management.

The Director will work collaboratively with the Director of the Information Services Centre to ensure coordinated planning of technology and information needs for the delivery of health services, and with the Director, Strategic Human Resource Planning to identify any human resources planning and development needs. Further, the Director will ensure their staff use currently available communication technologies in the provision of services and will have a role as a positive change champion of eHealth initiatives. The Director will also work collaboratively with the Territorial Directors to ensure an integrated approach to service planning occurs within the territory. The incumbent will work collaboratively with any appropriate staff from the NTHSSA Clinical Integration Branch and the Department of Health and Social Services (DHSS) Territorial Health Division as needed to ensure this responsibility is fulfilled.

RESPONSIBILITIES

- 1. Uphold and consistently practice personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace. Practice and ensure that any subordinate management and supervisory roles also prioritize staff mentorship and on-the-job training, including staff development in annual general objectives.**
- 2. Oversees the strategic direction to administer and facilitate quality-based day to day operations of Patient Care Services pertaining to Outpatient, Specialty and Support Services.**
 - Analyzes internal and external situations and data to facilitate planning, decision-making and progress.
 - Collaborates with the COO, and the Territorial leadership for the Outpatient, Specialty and Support Services to identify current and future delivery requirements through consistent territory-wide program development.



- Demonstrates systems thinking in the planning and implementing of service improvements, monitoring, and evaluating service delivery.
- Responsible for the implementation of standards and processes for measuring success and tracking quality service delivery and outcomes.
- Fiscally responsible for the delivery of services and programs within the portfolio.
- Serves on various committees, both internally and externally, to facilitate the provision of quality services and the coordination of service on a local, regional and national level.
- Oversees and directs the preparation of operational plans, capital plans and operating budgets.
- Initiates and maintains relationships with key stakeholders in the DHSS, NTHSSA, HRHSSA, TCSA, and other government, community groups and other related external agencies.
- Works as a member of the Senior Executive team and share in the overall corporate management of STH.
- Provides consultation and advice to the COO and NTHSSA Executive.
- Oversees and directs the preparation of operational plans, capital plans and operating budgets for the Patient Services portfolio.
- Oversees the planning, development and design of new programs and services.

3. Provides direction and oversight to STH Accreditation Teams in the domain of Outpatient, Specialty and Support Services.

- Works collaboratively with the Regional/Territorial Quality and Client Experience Team to implement program and policy updates to align with the Accreditation Canada Standards of Excellence.
- Oversees team action plans, based on results of any work required to align with program standards, and recommendation from onsite Accreditation Canada Surveys.
- In collaboration with the COO and program managers, reviews data and information to track program indicators set by the NTHSSA leadership team.
- Promotes clients' and families' involvement in planning and service design, as well as quality and safety issues at the organization level, including quality improvement and client safety activities.
- Fosters respectful, compassionate, culturally appropriate, and competent care that is responsive to the needs, values, beliefs, and preferences of clients and their family members. Supports mutually beneficial partnerships between clients, families, and health care service providers.
- Collaborates with the COO, territorial, and regional management to standardize policies, procedures, metrics and program services.
- Engages teams in quality improvement/work planning to support client, patient, family focused care, including periodic visits to all units.



- Creates an environment which supports staff engagement, creativity and innovation in quality improvement programs and the delivery of services.
- Supports ongoing monitoring, coordinating and reporting of quality and utilization data within the program.
- Identifies the human resources required to maintain/enhance current service(s) and/or to plan for the delivery of future services and pending HR challenges.
- Collaborates with the NTHSSA Director, Health Services in developing key Authority benchmarks and performance measures related to operations in the portfolio.
- Collaborates with the NTHSSA Director, Health Services in the establishment and implementation of methods for capturing, testing and applying measurements that support operational efficiency and effectiveness.

4. Coordinates, manages and supports the development of decision support to meet the needs of the organization.

- Develops strategies for ensuring that staff is allocated throughout the facility to ensure quality patient care efficiency and equitable workload.
- Assists with acquiring all necessary resources (funding, space, time, information and equipment) which are consistent with Patient Services goals.
- Provides leadership to all human resources functions, including planning, recruitment, orientation, orientation education, evaluating manager and staff performance, labour relations and job issues. This includes providing guidance in resolving complex human resource issues.

5. Ensures the facility and the support activities carried out within it meet all legal standards for safety and security.

- In collaboration with the Director of P3 Services, represents STH with the P3 operator in ensuring a harmonious and successful working relationship that achieves the PA and patient care standards.
- Actively works towards creating and maintaining a safe and respectful workplace for employees and patients/clients.
- Represents STH with the Workplace Safety and Compensation Commission (WSCC), and directs the adherence to health and safety regulations, standards, practices and procedures.
- Supports all stakeholders (management, staff, Union of Northern Workers (UNW) and WSCC) in ensuring Joint Occupational Health and Safety Committee works effectively, with a shared purpose of continuous quality improvement in health and safety.
- Leads and supports the STH management team in identifying prevention opportunities, ensuring staff are trained in the NTHSSA incident reporting system (RL6), investigating potential risk and accidents, and applying timely corrective measures.
- Ensures a healthy workplace, where employees can provide quality service under safe conditions.



- 6. Establishes a process to analyze and support program evaluation to provide appropriate services as the territorial referral center.**
 - In collaboration with the NTHSSA Director Health Services, develops and implements an evaluation framework and methodology for program evaluation of patient care services, clinic services and medical travel.
 - Prioritizes programs for analysis to clarify the role and scope of service.
 - Evaluates the service delivery model for STH and funding implication.
 - Identifies options for consideration and impacts of resource allocation changes.
- 7. Provides leadership and management to the outpatient, specialty and support departments to develop a culture of accountability and ensure staff are supported in meeting operational requirements.**
 - Maintains an effective organization structure that reflects STH service needs and prescribes the authority and responsibilities of the staff as they relate to the accomplishment of specific objectives identified in organizational and individual work plans.
 - Develops and maintains a strong team that is accountable for the management of their department(s) and ensures that activities are consistent with the mission, vision, values of the NTHSSA and STH.
 - Takes a proactive approach to succession planning by identifying key members of the department and providing opportunities for growth and development.
 - Provides coaching and mentorship to Managers
- 8. Represents the NTHSSA STH in Labour Relations proceedings to ensure effective employee engagement is maintained. Represent STH and the NTHSSA as required.**
 - 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
 - Manages first level grievances in coordination with Human Resources and Labour Relations.
 - Collaborates with Human Resources to assist staff with accommodation plans and progress.
 - Initiates and participates in hiring of direct reports in collaboration with Human Resources.
- 9. In collaboration with the Territorial Biomedical Team, works with DHSS and NTHSSA Territorial Operations on capital evergreening for the \$5-50k and over \$50k programs.**



10. Responsible for minor capital equipment acquisition process and evergreening of minor capital equipment under \$5k in STH.

11. Represents the Chief Operating Officer as required and shares after hours on call duties with the COO and other Directors.

WORKING CONDITIONS

Physical Demands

No unusual demands

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

The scope of the work can involve conflicting priorities, politically sensitive issues and tight deadlines. The incumbent deals with senior staff that may have divergent perspectives and demands. Decisions will impact long term planning and decisions.

As a member of the Senior Management Team the Director is expected to take "call" on evenings and weekends, on a rotational basis, for issues arising that pertain to the service area in the portfolio and must be prepared to quickly resolve issues as they arise.

KNOWLEDGE, SKILLS AND ABILITIES

- Organizational skills including the ability to anticipate future needs and initiate, coordinate, and deliver a wide variety of programs and services that are patient centered.
- 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.
- Leadership abilities, and change management skills.
- Knowledge of current trends in nursing and clinical service delivery.
- Ability to collaborate and liaise with internal and external stakeholders in a focused and credible manner in order to establish effective working relationships.
- Knowledge of program and service development.
- Ability to evaluate the performance of both the patient care services provided by STH and the managers providing leadership to front-line staff.



- Knowledge of health care service is needed to be able to understand and evaluate whether standards for acceptable care are being met or exceeded.
- Ability to work with staff as both a team leader and team member to maintain a creative and supportive work environment where people are willing to work together and to support staff to achieve and exceed operational goals and objectives.
- Ability to acquire knowledge of the geographic environment and sensitivity to the cultural needs of remote communities.
- Professional and personal development skills
- Knowledge of labour relations principles in a unionized environment.
- Ability to design and evaluate health delivery programs based on evidence and best practices including principles and practices of performance measurement.
- Financial management skills in budget planning, resource allocation, monitoring and controlling of budgets. Expertise in conducting financial analysis of projects
- Knowledge of leading program development and project management.
- Written and oral communication skills including presentations, briefing notes charts and graphs.
- 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.
- Ability to be flexible/adaptable to change.
- Skilled in leading the analysis of systems and process improvements to support organizational accountability and improvements.
- 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 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 be:

- An undergraduate degree in nursing, coupled with a relevant Master's Degree (such as, but not limited to nursing, public health, health administration, or health sciences)
- Minimum 8 years of management experience in Health Administration, including a minimum of 5 years clinical experience,

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

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

STH has a number of certifications that are required upon hire, depending on the area where the employee works, including but not limited to: Indigenous Cultural Awareness and Sensitivity Training, Biohazardous Waste, Biosafety & Biosecurity, Infection Prevention and Control, Workplace Hazardous Materials Information System (WHIMS) and others directly related to the incumbent's scope of practice.

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