



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Contract Coordinator, Physician Services	
Position Number	Community	Division/Region
48-4283	Yellowknife	Supply Chain & Physician HR Management/ HQ

PURPOSE OF THE POSITION

The Contract Coordinator, Physician Services is responsible for the administration of the employment contracts for Locum Physicians employed by the Northwest Territories Health and Social Services Authority – Stanton Territorial Hospital, as defined in the Government of the Northwest Territories Locum Tenens Contract, and in accordance with relevant legislation and regulations.

In addition, this position is responsible for onboarding, off boarding and other administrative activities relating to locum services at Stanton Territorial Hospital. This position is responsible for developing and maintaining resources for locum physician orientation and other projects and initiatives relating to the locum services.

SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłı̄chǫ 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 1,400 health and social services staff.

While the Tłı̄chǫ Community Services Agency (TCSA) will operate under a separate board and Hay River Health and Social Services Agency (HRHSSA) will in the interim, the NTHSSA will set clinical standards, procedures, guidelines and monitoring for the entire Northwest Territories. Service Agreements will be established with these boards to identify performance requirements and adherence to clinical standards, procedures, guidelines and policies as established by the NTHSSA.



Located in Yellowknife, the Contract Coordinator, Physician Services (Coordinator), reports directly to the Physician Contract Specialist Supervisor (Supervisor), Office of Medical Affairs and Credentialing (OMAC) division, within the NTHSSA.

The health and social services system employs approximately 30% of the GNWT workforce, the majority of who are in specialized professions. The recruitment, retention, and development of the HSS workforce are essential to the effective delivery of HSS programs across the NWT. There are 75 full time equivalent (FTE) physicians with an average of 40% vacancies across the NWT, most of which is covered by Locums in smaller regions.

The Coordinator is responsible for the administration of the Locum contracts which includes Locum contract interpretation, contract preparation, orientation, maintaining confidential documentation and records, verification of timesheets, and other general administrative duties required to ensure consistent application of the locum contracts.

The Coordinator is also responsible for the regional support for locum physician services specific to the Stanton Territorial Hospital (STH) which includes distribution of locum physician schedule, travel and on-call schedules, and onboarding and off boarding of the locum physicians.

The Coordinator, as the subject matter expert, is responsible for updating the Locum Contract after the permanent physician contracts are ratified and implement the new ratified Locum Contract. Further, this position develops and maintains locum physician orientation resources and assists in other projects relating to locum services as assigned by the Supervisor. Further, the Coordinator undertakes special projects as and when required, as assigned by the Supervisor.

This position works closely with variety of regional and NTHSSA staff, the Department of Health and Social Services staff, Tłı̄chǫ Community Services Agency (TCSA), Hay River Health and Social Services Agency (HRHSSA), Department of Finance staff and other external agencies.

RESPONSIBILITIES

1. Responsible for the administration, preparation and maintenance of Physician Locum Contracts in accordance with the GNWT Locum Tenens Contracts.

- Prepares, and maintains physician locum contracts in accordance with the GNWT Locum Tenens Contracts.
- Verifies credentials and privileges for each scheduled new and returning locum before arrivals, to ensure locums have their NWT license, credentials, and privileges in place, as required by the Medical and Professional Staff Bylaws, to deliver quality and safe care to the patients of the NWT.
- Responds to and follows up on locum physician queries and information requests by



providing answers and explanations relating to Locum Tenens Contract.

- Provides data and other relevant information as and when needed, for needs analysis and workforce planning.
- Gathers and analyzes the data for locum recruitment efforts.
- Completes all necessary IT related forms and documentation, such as iEHR forms, to ensure locums have access to the patient information upon arrival so they can provide the right care to the patients during their visits.
- Provides input and feedback, as subject matter expert, during the update of the locum contracts every few years to ensure they are updated based on the ratified permanent physician contracts.

2. Responsible for updating and implementing the Locum Contract (Contract).

- As the subject matter expert, assist to update the Locum Contract by identifying the potential language that needs to be updated based on daily operational experience and feedback from locums to become competitive nationally.
- Tracks the feedback from locums on an ongoing basis on how to improve the locum contracts for NWT. This can be referred back to when updating the Contract.
- Assists in identifying interpretation vs contract language challenges to ensure the interpretation issues are improved immediately, when possible.
- Implements the Contracts once updated including timely communication to all locums.
- Updates all necessary documents, including onboarding and orientation materials to reflect the new changes to the Contract.
- Coordinates the implementation of the contracts with other regions to ensure consistent approach across NTHSSA and NWT.

3. Responsible for processing and maintaining the appropriate documentation to ensure locum physicians are paid appropriately and in a timely manner.

- Verifies and validates locum physician timesheets to provide checks and balances in accordance to the contracts and schedules.
- Responsible for ensuring all new locums are activated in SAM via DIIMS submissions
- Reviews, verifies and validates the locum physician on call logs for payment processing.
- Prepares reimbursements for Locum Physicians as required via SAM entry
- Coordinates travel authorization, expense claims, and invoices for physicians to ensure they are paid in a timely fashion;
- Coordinates with the physicians to ensure timesheets are accurately complete to ensure payroll is administered in a timely manner.
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4. Responsible for onboarding, off boarding, and other activities related to Locums for NTHSSA.

- Responsible for presentation of a positive, professional, and competent image for the NTHSSA to all physicians.



- Provides regional and territorial coordination of physician locum services within NTHSSA.
- Arranges, coordinates and manages all travels and transportation needs for locums based on the physician schedules.
- Coordinates and manages accommodation and housing services for locum physicians.
- Prepares onboarding packages for physicians to ensure they are provided with all necessary, updated and accurate documents and contact information required for working in the NWT.
- Provides necessary information to the physicians as part of off boarding process to ensure appropriate and timely hand off and return of documents, timesheets, housing keys, rental vehicles and other relevant materials.
- Ensures appropriate maintenance of locum apartments, including arranging for cleaning and restocking of supplies.
- Maintains and distributes monthly reports such as, but not limited to locum physician stats for workforce planning, Locum & Resident Housing summary, Locum Apartment Cleaning Schedules, and Physician Contact List.
- Coordinates travel schedules, travel arrangements and accommodations for locums travelling to remote locations within NWT with their preceptors.

5. Responsible for the development and implementation of Orientation packages for locums.

- Coordinates and schedules orientation and documentation sessions for all newly hired physicians to ensure consistent application of the Contracts.
- Coordinates and schedules site visits and various orientation sessions (EMR, clinical, etc.) for new and returning locum physicians.
- Develops and distributes welcome packages for all new and returning locums as part of orientation ensuring they have necessary information before and upon arrivals.
- Creates, updates, and maintains orientation manuals, materials and other relevant resources as part of locum physician onboarding and off boarding process.
- Prepares regional updates for territorial orientation manual based on regional and territorial needs for consistent application across the territory.

6. Responsible for implementation of parts of Medical and Professional Staff Bylaws and other small projects.

- Provides check and balance by ensuring new and returning locums are credentialed and privileged according to the new Bylaws.
- Implements the locum initial review process for all new and returning locums to ensure locums are assessed in a timely manner so they can be rescheduled for future opportunities.
- Coordinates with clinic staff and physician leaders to identify assessors for each locum to complete the surveys.
- Tracks and monitors all surveys for the locum initial review process are completed in a



timely manner by the identified assessors.

- Creates, manages and tracks exist interviews for all new locums.
- Provides exit interview reports to the Supervisor to ensure the information, especially feedback for improvements can be actioned in a timely manner.

WORKING CONDITIONS

Physical Demands

Normal office environment.

Environmental Conditions

Normal office environment.

Sensory Demands

Normal office environment.

Mental Demands

This is a fast paced job during busy seasons with high volume of locums. This can happen 10 times or more in a month ranging from 15 minutes to an hour.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of Locum Tenens Physician Contracts, and locum fee schedule.
- Knowledge of the Medical and Professional Staff Bylaws and associated rules.
- Knowledge of GNWT policies, guidelines and programs.
- Knowledge of Microsoft Office including word, excel, other electronic communications, and publishing software programs to process and present documents and information.
- Knowledge of records management procedures and confidentiality protocols to administer highly confidential records in a timely and accurate manner.
- Knowledge of the geographic/cultural environment of the NWT and how this affects the delivery of healthcare to ensure accurate information is provided to physicians.
- Organization and time management skills.
- Interpersonal skills and the ability to interact comfortably with contract holders.
- Ability to multi-task and work in a team environment in a cross-cultural setting.
- Ability to perform analysis and precise mathematical calculations required for financial activities relating to locum physicians.
- Ability to communicate effectively, both verbal and written.
- 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:

Completion of a recognized Diploma program in business, human resources or a related field, and two (2) years of experience in office administration, human resources, contract development and/or project coordination.

Equivalent combinations of education and experience will be considered.

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: Select language

- Required
- Preferred