



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Territorial Manager, Occupational Health and Safety	
Position Number	Community	Division/Region
48-4369	Yellowknife	Corporate and Support Services / HQ

PURPOSE OF THE POSITION

The Territorial Manager, Occupational Health and Safety, (Manager) is an expert advisor on all aspects of occupational risk and incident management and investigation and is responsible for the management of the occupational health and safety program for the Northwest Territories Health and Social Services Authority (NTHSSA). The Manager is accountable for working collaboratively with stakeholders to proactively identify, analyze, and mitigate occupational health and safety risk affecting staff, contactors, visitors while ensuring compliance with the Northwest Territories *Safety Act*, *Workers' Compensation Act* and *Occupational Health and Safety Regulations*.

The position also takes into account the *Hospital Insurance and Health and Social Services Administration Act*, the *Mental Health Act*, the *Public Health Act*, the *Medical Professions Act* and Medical and Professional Staff Bylaws of the NTHSSA, the *Nursing Profession Act*, the *Child and Family Services Act*, *Access to Information and Protection of Privacy Act* and the *Health Information Act*, and all other relevant legislation pertinent to the NTHSSA to develop and monitor an effective Occupational Health and Safety (OHS) Program.

SCOPE

Located in Yellowknife, the Territorial Manager, OHS reports to the Executive Director, Corporate and Support Services, and is responsible for overseeing the planning, development, implementation, maintenance, and evaluation of the NTHSSA Occupational Health and Safety program including risk identification, prevention, mitigation and in-depth investigation into all safety incidents, critical incidents and unusual occurrences where health and safety of people has been or could have been negatively impacted. The Manager is also responsible for ensuring organizational compliance with the *Safety Act*, Occupational Health and Safety Regulations and *Workers' Compensation Act* and the development, implementation,



maintenance, and evaluation of the NTHSSA OHS Program under the NTHSSA Policy Framework.

The NTHSSA is the single provider of all health and social services in the Northwest Territories (NWT), except for the Hay River and Tłı̄chǫ regions, and was established to move toward one integrated delivery system as part of the Government of the Northwest Territories (GNWTs) transformation strategy. Health and social services include the full range of primary, secondary, and tertiary health and social services.

The Department of Health and Social Services (DHSS) plays an important role in the connectivity between the NTHSSA, the Tłı̄chǫ Community Services Agency (TCSA) and the Hay River Health and Social Services Authority (HRHSSA) because it establishes the common policy framework and common standards for the entire system. Operational consistency and collaboration across these three authorities is required to provide a quality, integrated Health and Social Services system for the NWT.

The Occupational Health and Safety (OHS) Unit provides the NTHSSA with Health Planning and Promotion, Occupational Safety, Occupational Health services through regional offices in Yellowknife. The mandate of the OHS unit is to build workforce safety and health by delivering services and information to managers and employees supporting them to manage their health and improve workforce productivity.

The Territorial Manager, OHS, is responsible for the development and implementation of the NTHSSA Occupational Health and Safety Program to support strategic and operational decision makers, allowing NTHSSA to understand and mitigate risks facing the organization, the implication of the risks, and management's strategy to address risks. The OHS Policy and related Standard Operating Procedures will reduce and mitigate organizational risk while ensuring the establishment of contingency plans across the NTHSSA that minimize any impact on staff and the NTHSSA operational mandate.

The Territorial Manager, OHS, provides leadership and subject matter expertise to other Units and Divisions within the NTHSSA in the development, implementation, and evaluation of policies and procedures, ensuring appropriate implementation and consistency of actions across the NTHSSA. The Manager may also be asked to provide advice and feedback to the GNWT OHS advisor on GNWT OHS related policies and procedures.

The Territorial OHS Manager works collaboratively with the Chief Operating Officers (COOs) of regional authorities, multi-disciplinary groups of professional and non-professional staff within the NWT, staff of DHSS, the TCSA and HRHSSA to ensure staff, client, and visitor health and safety within all NTHSSA facilities.



The Territorial Manager, OHS, has a working relationship with all Territorial Managers within the NTHSSA, and a close working relationship with the Territorial Manager of Infection Prevention and Control and the Territorial Manager of Quality Risk Manager.

The Territorial Manager, OHS, has a significant amount of latitude, provided that the policies, guidelines, and interests of the NTHSSA are complied with. This latitude is tempered by the knowledge that incorrect decision-making is likely to result in harm to the reputation of the NTHSSA, diminished public confidence in the health and social services system and could ultimately result in harm to NTHSSA staff.

The Territorial Manager, OHS, is responsible to develop and implement an OHS Communications and Change Management Strategy to ensure a smooth transition from existing OHS program delivery to the future envisioned in the NTHSSA transformation strategy and to ensure clear, consistent communications with staff on OHS matters.

The Territorial Manager, OHS, provides expertise, oversight and support to the OHS Nurse, and OHS Specialist and Trainer in the development and delivery of the NTHSSA OHS training strategy and associated programs to ensure the OHS needs of NTHSSA staff are met and in compliance with legislation and regulation. This position also supervises summer students, OHS Program placements, interns, casual staff and external contractors, as needed.

The Territorial Manager, OHS develops and maintains productive partnerships with a broad range of colleagues, partners, and stakeholders throughout the NTHSSA, TCSA, HRHSSA and the DHSS, Workers' Safety and Compensation Commission (WSCC), Department of Finance/ Human Resources, and inter-jurisdictional contacts to ensure that the views and perspectives of these groups are incorporated into processes and procedures that reflect Accreditation Canada standards and Canadian OHS best practices.

The incumbent may be required to work within a health care facility where there will be potential exposure to communicable diseases. As well, the incumbent may experience numerous interruptions, unknown factors, uncontrolled workflow and competing demands that would cause disruption in carrying out duties in a timely manner. Occasionally, this role may expose the incumbent to emotionally disturbing experiences as the lead investigator for fatality or serious bodily harm incidents. The incumbent may be required to travel to regional centres by way of small aircraft.

RESPONSIBILITIES

1. Provide subject matter expertise throughout the NTHSSA on occupational risk management, incident investigation, and policy development.

- Provide advice and subject matter expertise on all incidents and concerns regarding health and safety, investigations into all complex and/or dangerous occurrences



involving staff, critical incidents and unusual occurrences impacting occupational health and safety of person within NTHSSA facilities, the interpretation of legislation and regulations, the development of policies and procedures and the implementation of best practices in the areas of risk, standard operating procedures, risk mitigation and hazard assessments.

- Responsible for ensuring a comprehensive report is completed and submitted to WSCC for critical incidents or when requested by WSCC and coordinating the implementation and/or development of any corrective actions.
- Actively lead and participate in a variety of planning and decision-making meetings and activities throughout the NWT, ensuring that all processes, procedures, and decisions are reviewed and analyzed for potential risks and plans for mitigating the risks are developed.
- Utilize subject matter expertise to review and/or investigate critical incidents throughout the NTHSSA. Combine knowledge and data collected from the incident reporting system to proactively review incidents, identify areas of risk, and provide advice and actionable recommendations to the NTHSSA staff at all levels along with our health care partners, as needed.
- Provide advice and leadership to the Regional QRM's on areas of occupational health and safety risk affecting staff, clients, and visitors within NTHSSA facilities.
- Provide advice and subject matter expertise to other Units and Divisions within the NTHSSA and the greater GNWT.

2. Provide leadership in planning, developing, implementing, maintaining, and evaluating of the NTHSSA OHS Program, including OHS policies, SOPs, strategies, systems, and plans.

- Provide leadership and management to the OHS Nurses and OHS Specialists and Trainers to support the NTHSSA OHS Program and related policies, programs, and training.
- Leads the development, implementation, and evaluation of the NTHSSA OHS Program and ensures that the NTHSSA's OHS program manual (departmental policies and procedures) are kept current and readily accessible to all NTHSSA staff and are shared with TCSA and HRHSSA staff.
- Provide advice, tools and resources to supervisors, managers and senior managers on various OHS related activities including the interpretation, application and compliance of related act and regulations, collective bargaining agreements, government policies and OHS best practices.
- Develop processes and procedures to monitor the effectiveness of NTHSSA OHS programs and propose and implement corrective action as necessary.
- Monitor the ongoing implementation of OHS activities through feedback forms, surveys and regular updates.
- Conduct regular reviews of OHS programs for continuous review and improvement.



- Research OHS trends and emerging leading practices in other jurisdictions.
- Complete Privacy Impact assessments for any system prior to implementation.
- Ensure all OHS program reporting requirements are satisfied.
- Develop detailed work plans to assist in guiding the work of departmental OHS committees and external contractors.
- Provide recommendations on improvements to Senior Management; implement approved improvements.
- Participate in compliance reviews annually with Senior Management.
- Lead the tracking and evaluation of staff injury prevention programs data, based on best practice guidelines, standards process reviews, and policy changes; to analyze and identify territorial, regional and program specific quality trends.

3. Lead the development, implementation, and evaluation of system wide OHS training strategy and programs.

- Advise the OHS Nurse and OHS Specialist and Trainer on the specific OHS training requirements and priority for the NTHSSA.
- Lead the analysis and evaluation of NTHSSA OHS training and ensuring senior management is aware of significant training gaps and outlining implications and organizational risk.
- Assign delivery of OHS training programs.
- Research and evaluate course delivery for effectiveness in achieving program objectives and recommends changes.
- Lead the development and editing of manuals, standard training procedures and LMS training platform content.
- Budget for and maintain expenditure controls related to training programs.
- Develop and maintain NTHSSA database of information on training and development activities for NTHSA OHS programs.
- Lead the development of training programs and materials consistent with standards set by the Department of Finance/Human Resources.

4. Develop and implement an OHS communications/change management strategy.

- Participate as an active/visible coach/resource for OHS change sponsors. Coordinate the development of effective communications tools for NTHSSA's OHS strategy and program.
- Design and develop organizational change scope for NTHSSA's OHS strategy and programs.
- Coordinate, support and monitor Joint OHS committees and Advanced Safety Committees across the NTHSSA.



5. Provide human resource and financial management for the Territorial Occupational Health and Safety Unit.

- Lead the Territorial Occupational Health and Safety team in line with current GNWT human resources practices and policies.
- Promote and support collaborative and equitable labour relations practices. Is aware of and follows the GNWT Human Resource Policies and Guidelines and the Union of Northern Workers (UNW) Contract.
- Conduct regular meetings and team building activities with staff and follows performance management practice of GNWT.
- Participate in the screening and selection of staff reporting directly to the incumbent in conjunction with the Human Resources staff.
- Write and review job descriptions to reflect work responsibilities of staff.
- Ensure ongoing analysis of financial data to include monitoring program expenditures and providing variance explanations.
- Develop, deliver and/or facilitate the delivery of orientation, in-service training, certification, and re-certification programs.
- Advise the Executive Director, Corporate and Support Services of significant developments that could have implication for operations, including making recommendations for corrective actions.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

Sensory Demands

No unusual demands.

Mental Demands

No unusual demands.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of program management, including budget development, preparation, and control is required to ensure financial responsibilities are carried out effectively and efficiently.
- Knowledge of all aspects of risk identification, loss prevention and loss reduction in health and social services program areas.



- Knowledge of legislation, policies and procedures that affect the delivery of health and social services in the NWT.
- Knowledge of legal aspects of health and social services programs including release of information, rules of confidentiality, legalities in medical chart documentation, consent law, disclosure, and other medico-legal health care areas.
- Knowledge of and/or the ability to acquire knowledge of current Government of the Northwest Territories (GNWT) OHS Framework and NTHSSA policies, structures, and administrative systems, and processes.
- Knowledge of, and ability to apply, best practices in OHS Program development and implementation; conducting investigations; interpreting and applying legislation and/or policies.
- Interpersonal skills to maintain working relationships with senior managers and staff from other departments; ability to work in a collaborative manner.
- Communication skills, both written and verbal to develop and maintain internal and external networks to achieve work objectives, with the ability to prioritize work in a team-based setting.
- Facilitation, project management, organizational and time management skills.
- Ability to, analyze, interpret, and apply relevant acts, standards, policies, practices, and procedures in health, safety, and wellness.
- Analytical and problem-solving skills to investigate, recommend and initiate corrective action to problems/issues encountered during the planning, development and delivery of operational initiatives, programs, and services.
- Ability to guide/coach all levels of staff, including Senior Management, Management, Supervisors and staff.
- Ability to apply a high level of sensitivity in responding to and handling concerns.
- Ability to understand the geographical and cultural needs of the people and to apply sensitivity to how community and culture impact the delivery of health care.
- Ability to use general office computer programs such as word processing and spreadsheets.
- Ability to work independently, self-direct and self-motivate.
- Ability to build solid partnerships and strategic alliances based on trust and to work with a variety of people from different backgrounds and personalities.
- Ability to work in a cross-cultural environment.
- Strategic and critical thinking skills and judgment to assess program performance.
- Strategic thinking skills and judgment, as well as ability to research, analyze and synthesize multiple concepts and priorities.
- 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 postsecondary education in a related field (e.g. occupational health and safety, business or public administration, human resource management), and five (5) years of work-related experience in an occupational health and safety field, including one (1) year supervisory or team lead experience.

Equivalent combinations of education and experience will be required.

ADDITIONAL REQUIREMENTS

The incumbent must provide proof that their immunizations are up to date according to the Canadian Immunization Guide for Health Care Providers prior to hiring and ongoing proof that immunizations are kept up to date.

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