



## **IDENTIFICATION**

<b>Department</b>	<b>Position Title</b>	
Northwest Territories Health and Social Services Authority	Territorial Director, Supply Chain and Physician Human Resource Management	
<b>Position Number</b>	<b>Community</b>	<b>Division/Region</b>
48-04970	Yellowknife	Supply Chain & Physician HR Management/ Headquarters

## **PURPOSE OF THE POSITION**

The Territorial Director, Supply Chain and Physician Human Resource Management (Director) reports to the Chief Financial Officer (CFO) and is accountable to the executive leadership of the Northwest Territories Health and Social Services Authority (NTHSSA) for overseeing the Strategic Sourcing & Contracts, Inventory & Supply Chain Quality, Materials Management and Office of Medical Affairs & Credentialing units, including the provision of expert advice and cost mitigation opportunities for health and social services programs across the NWT. Specifically, this role oversees and directs the strategic approach to supply chain (contracting, procurement, inventory management, warehousing and distribution of goods and services) and physician recruitment, retention, and training strategies as well as credentialing and administration of physician contracts.

This role is a member of the NTHSSA Senior Management team and is the senior role for NTHSSA supply chain. The Director is accountable for overseeing the design, development and implementation of a supply chain framework and the human resource management of physicians' services that support the overarching standards of care set out by NTHSSA across the NWT. This includes the development, implementation and maintenance of all applicable standards, policies, procedures, and related documents.

This position is responsible for setting the strategic direction of supply chain and physician human resource management, including monitoring and reviewing conformity with applicable standards and procedures, and overseeing continuous improvement of these functions for the NTHSSA. This position also provides oversight and guidance on a variety of contracts, including DHSS and third-party contribution agreements, memorandums of understanding (MOUs), staff and locum physician contracts and commercial contracts for goods and services.

This position 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 (FAA), Public Services Act (PSA), Contract Regulations, Business Incentive Policy (BIP), Financial Administration Manual (FAM) and other government policies, standards and guidelines.

The Director's role and responsibilities require extensive collaboration and cooperation with senior management and key staff throughout NTHSSA, colleagues within the NTHSSA Finance Branch and senior staff in the Department of Health & Social Services (DHSS), Hay River Health & Social Services Authority (HRHSSA) and Tlicho Community Services Authority (TSCA). Additionally, this role requires extensive collaboration with senior colleagues in the Department of Finance (DOF) Financial Shared Services (FESS), Procurement Shared Services (PSS) and SAM teams, along with independent stakeholders, agencies and suppliers.

### **SCOPE**

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 (HSS) 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 Tłı̄chǫ within the NT 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.

### **Organizational Structure**

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.

The Finance Branch is divided into five Sections including: Treasury and Financial Reporting; Financial Planning and Operations, and Hospitals Comptrollership; Supply Chain and Physician Human Resource Management; and Fiscal Strategy, P3 and Other Assets. The Director is accountable for the Supply Chain and Physician Human Resource Management Division of the Finance Branch, reporting to the Chief Financial Officer, and located in Yellowknife. There are 5 positions directly reporting to the Director.

The Director is responsible for the policies that direct all NTHSSA expenditure outside of compensation and benefits and oversees all revenue outside of core funding from the Department of Health and Social Services.

Reporting to the Director are the following positions:

- Manager, Office of Medical Affairs and Credentialing
- Regional Manager, Materials Management, North
- Regional Manager, Materials Management, South
- Territorial Manager, Strategic Sourcing and Contracts
- Territorial Manager, Inventory and Supply Chain Quality

### **Dimensions**

Reports	5 direct, approx. 30 indirect
Division's O&M Budget (2023-24)	\$61.6M
NTHSSA Expenditures (2021-22)	\$404M
MM Inventory (incl pandemic)	\$4.1M*
OR Inventory	\$1.3M

\*Total spend on Materials Management (MM) warehoused inventory in 2022-23 was **\$3.1M** across 1686 items.

Exercise of Accounting Authority (as of August 2023 for FY 2023-24)

<b>NTHSSA Contractual Obligations (2023-24)</b>	<b>\$152.6M</b>
• Contribution Agreements	\$24.6M
• Leases	\$4.8M



- Locum Physician Contracts \$25M
- Operational Contracts \$98.2M\*\*

\*\*The total value of NTHSSA's Operational Contracts across fiscal years is estimated to be **\$494 million**.

### **Manager, Office of Medical Affairs and Credentialing (14 positions)**

The Manager of Office of Medical Affairs and Credentialing (OMAC) is based out of Yellowknife and is responsible for the management of physician services across the NWT. The Manager, OMAC oversees the recruitment, retention and training strategies for physicians and manages physician workforce planning.

This position is responsible for managing credentialing in accordance with the Medical and Professional Staff Bylaws and associated rules, policies, and guidelines.

The position is also responsible for creating procedures, guidelines, and policies related to physicians' services that support the overarching standards of care set out by NTHSSA across the NWT. The position is responsible for managing and overseeing the administration of staff and locum physician contracts.

### **Regional Manager, Materials Management, North (3 positions)**

The Regional Manager, Materials Management, North is based out of the Inuvik Regional Hospital, and is responsible for supporting the Beaufort Delta and Sahtu regions.

The position is responsible for all operational supply chain requirements, including purchasing (excluded from PSS), inventory management, warehousing and distribution of all medical and non-medical supplies to the NTHSSA health facilities within their catchment. This position is a key contact for regional and program area staff to assist with supply chain advice and problem solving at a regional level.

The position is also responsible for co-leading the NTHSSA Supply Standardization Committee and resulting programs and projects to ensure adequate and appropriate medical supplies and equipment are available across the NTHSSA.

### **Regional Manager, Materials Management, South (10 positions)**

The Regional Manager, Materials Management, South is based out of the Stanton Territorial Hospital, and is responsible for supporting the Dehcho, Fort Smith, Stanton Territorial Hospital and Yellowknife regions as well as Territorial Operations Headquarters.

The position is responsible for all operational supply chain requirements, including purchasing (excluded from PSS), inventory management, warehousing and distribution of all medical and non-medical supplies to the NTHSSA health facilities within their catchment. This position is a



key contact for regional and program area staff to assist with supply chain advice and problem solving at a regional level.

The position is also responsible for co-leading the NTHSSA Supply Standardization Committee and resulting programs and projects to ensure adequate and appropriate medical supplies and equipment are available across the NTHSSA.

### **Territorial Manager, Contracts and Commitments (4 positions)**

The Territorial Manager, Contracts and Commitments is responsible for overseeing all NTHSSA contracts and commitments, including commercial contracts for goods and services, memorandums of understanding with other jurisdictions, and revenue and expenditure contribution agreements with the Department of Health & Social Services and third parties. Physician staff and locum contracts are excluded from this portfolio.

### **Territorial Manager, Inventory and Supply Chain Quality (4 positions)**

The Territorial Manager, Inventory and Supply Chain Quality is responsible for the inventory optimization of all NTHSSA warehoused stock, supply chain analytics, supply failure and shortage management, and supply chain data management.

- Inuvik Regional Hospital Materials Management inventory;
- Stanton Territorial Hospital Materials Management inventory; and,
- Stanton Territorial Hospital Operating Room inventory.

The position is responsible for overseeing and ensuring accuracy of inventory, both within the ERP system and physically, including managing the inventory replenishment, cycle count and year-end count business processes. The position also acts as the alternate to the Director for representing NTHSSA in interjurisdictional settings.

## **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.**

- Lead, manage and direct subordinate managers.
- Manage human resources requirements, including leading the selection, development, and evaluation of staff to achieve the NTHSSA mission, mandate and objectives.
- 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.



**2. Design and lead the development and implementation of the supply chain strategy and policy framework for the NTHSSA.**

- Lead the development of a supply chain strategy in support of the NTHSSA's mandate and goals including the NTHSSA Deficit Reduction Plan.
- Design and lead a Supply Chain Framework and resulting policies, business processes and procedures to provide policy oversight and ensure all NTHSSA expenditures are properly controlled and authorized, where required policies include but are not limited to:
  - Strategic Sourcing and Category Management;
  - Procure to Pay (P2P);
  - Inventory Management;
  - Contract Management; and,
  - Supply Analytics and Data Integrity.
- Lead the NTHSSA's strategic approach to supply chain for healthcare, including investigating modern and emerging solutions and initiatives for healthcare.
- Participate in federal and interjurisdictional forums to ensure NWT healthcare system procurement needs are adequately represented nationally.
- Collaborate with the GNWT Department of Finance Procurement Shared Services and SAM teams to ensure the NTHSSA Supply Chain Framework connects to and coordinates with GNWT procurement and financial shared services' business processes.
- Oversee the development of related internal policies, business processes, procedures and training.

**3. Oversee the approach to physician recruitment, retention and training strategies, credentialing, and administration of physician contracts.**

- Oversee the development of strategies for physician recruitment, retention and training strategies and physician workforce planning.
- Oversee credentialing in accordance with the Medical and Professional Staff Bylaws, associated Rules, policies, and guidelines.
- Oversee the administration of staff and locum physician contracts.
- Participate in the negotiation of the physician collective bargaining contract.

**4. Direct and oversee the approach to supply chain functions across the NTHSSA**

- Direct the development of NTHSSA's sourcing strategies across all expenditure categories in accordance with legislative and regulatory requirements.
- Oversee the acquisition of goods and services across the NTHSSA with a comprehensive understanding of the unique purchasing requirements for medical supplies, pharmaceuticals, medical equipment and other medical devices within the Canadian context and in accordance with applicable laws, regulations, policies, guidelines.



- Identify opportunities for supply standardization and lead the development of standing offer agreements and pricing contracts to support appropriate patient care in alignment with fiscal responsibility.
- Ensure an appropriate segregation of duties approach within the system as well as distribution of work, including monitoring team compliance to GNWT and NTHSSA supply chain policies and procedures.
- Oversee the warehousing of NTHSSA supplies, including inventory control, optimization and management best practices.
- Oversee the development and monitoring of key performance indicators to ensure appropriate fiscal controls are in place.

**5. Provide supply chain subject matter expertise.**

- Develop expert and comprehensive recommendations, including assessment and analysis of the various types of business risk, with particular focus on financial, operational, and reputational risks and patient/client safety.
- Provide expert advice to all levels of NTHSSA.
- Identify critical issues, potential shortfalls and problems.
- Prepare briefing materials for executive decision making.
- Liaise with colleagues in the NTHSSA Finance Branch as well as senior management of Financial Shared Services (FESS) and Procurement Shared Services (PSS) to ensure business processes across all workstreams are functional and efficient.
- Oversee the development and implementation of training to staff throughout NTHSSA on supply chain policies and procedures.

**6. Provide support to other management within the branch and executive leadership, and third party stakeholders as appropriate.**

- Act as a team player assisting and supporting Finance Branch colleagues.
- Collaborate with other divisions and regions to support the effective management of the NTHSSA.
- Prepare information and documents and/or communicate with third party stakeholders.
- Prepare various analytical evaluations, options papers, ad hoc reports and briefing materials.

**WORKING CONDITIONS**

**Physical Demands**

No unusual environmental conditions.

**Environmental Conditions**

No unusual environmental conditions.



### **Sensory Demands**

No unusual sensory demands.

### **Mental Demands**

The incumbent encounters continually changing priorities, unanticipated demands, and short turnaround time for requests.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of Canadian competitive bidding, procurement and contract law, Supply Chain best practices and modern approaches to supply chain with particular emphasis on the health industry.
- Knowledgeable in northern procurement issues; sensitive to the northern political and socio-economic environment.
- Knowledge of change management and project management principles and processes.
- Knowledge and understanding of Enterprise Resource Planning (ERP) systems and applications with specific understanding of purchasing and inventory modules.
- Knowledge of human resource practices and knowledge of organizational structures and management relationships.
- Knowledge of public government and the operating of a legislative, regulatory and policy frameworks
- Ability to acquire knowledge of applicable GNWT manuals, legislation, regulations, policies and procedures.
- Skills in all Microsoft software and other enterprise resourcing planning (ERP) software.
- Problem solving, analytical and evaluation skills, including skills and abilities in managing multi-faceted issues on a wide range of supply chain and value chain management disciplines.
- Skilled in contract negotiation strategies.
- Critical thinking and decision-making skills.
- Communications skills (written and verbal) and interpersonal skills, including the ability to maintain professional communications in difficult circumstances.
- Organizational and time management skills, including the ability to plan, coordinate, prioritize and meet deadlines.
- Listening skills with the ability to discern non-verbal communication cues.
- Ability to interpret, analyze and assess financial and supply chain data and documents and produce appropriate briefing notes and decision documents.
- Ability to work to deadlines, including responding effectively to competing and frequently changing priorities, with a broad understanding of organizational needs.
- Leadership and management skills including an ability to effectively manage a diverse team of professionals.





- Ability to work effectively with others, develop strong stakeholder relationships and work in a large senior management team.
- Ability to demonstrate initiative and professional judgment.
- Ability to forecast, develop and manage budgets, track expenditures and report on variances.
- 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 Degree in a business-related field or a relevant professional designation, including coursework or professional development in contract law, procurement law and laws of competitive tendering.

Six (6) years of experience in the contracts and procurement field, at least three (3) years of which is experience in a management role.

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