



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Director, Health Services	
Position Number	Community	Division/Region
48-5457	Yellowknife	Health Services/Territorial Operations

PURPOSE OF THE POSITION

The Director, Health Services (DHS) is accountable for providing senior leadership and strategic direction to Health Services for the Northwest Territories Health and Social Services Authority (NTHSSA) including but not limited to hospital care (acute care services), cancer care, midwifery services, mental health and addictions services (MHAS) and clinical education. The position is directly responsible for the frontline delivery of cancer care services (cancer navigation, oncology clinics, cancer screening programs) and clinical education programs and services.

This position establishes territory-wide program and service plans, including program standards, policies and procedures and operational reporting requirements for insured health services delivered across the NWT (Northwest Territories), in accordance with the policy direction and legislative requirements established by the Department of Health and Social Services (DHSS).

SCOPE

Located in Yellowknife, the DHS reports to the Executive Director, Clinical Integration (ED, CI). This role provides expert advice and guidance to the ED, CI and the Senior Leadership Team to facilitate the provision of effective health services across the NWT.

This role leads a collaborative process to establish common and consistent practices for Health Services that will ensure a common standard of quality care for patients and clients across the NWT. The Director is responsible for providing territorial functional leadership, subject matter expertise, and procedural/policy guidance for Health Services to all NTHSSA Regions, and for



liaising with the Tłı̨chǫ Community Services Agency and the Hay River Health and Social Services Authority, in the delivery and review of health programs.

The NTHSSA is the single provider of all health and social services in the NWT, with the exception of the Hay River and Tłı̨chǫ 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 is defined as the full range of primary, secondary and tertiary health services and social services including child and family services, protection services, care placements, mental health, addictions, and developmental activities, delivered by more than 1,400 health and social services staff.

Under the direction of the DHSS, the NTHSSA was established to move toward one integrated delivery system as part of the government's transformation strategy. As a key member of the Leadership Team, the DHS will lead the integration of acute care services, midwifery services, cancer care, mental health and addictions services and clinical education across six health & social services regions and ensure efficient and effective service delivery. The DHS will also establish a close working relationship with the Tłı̨chǫ Community Services Agency (TCSA), and the Hay River Health and Social Services Authority (HRHSSA), to facilitate uniform program and service delivery across the NWT. The DHS is accountable for working collaboratively with leaders in the other authorities to enable effective operational planning and service delivery for health services across the NWT.

The scope of health services includes but is not limited to: medicine, surgery, pediatrics, obstetrics, midwifery, emergency and critical care, dialysis, pharmacy, mental health and addictions, cancer care and clinical education. The DHS will provide functional leadership to all of these areas to ensure a fully coordinated health system for NWT clients/patients. Also included are the establishment of contractual arrangements with non-government organizations (NGOs) and service providers, for the provision of health system components.

The DHS implements approaches to complex social challenges such as addictions and mental health with an understanding of strengths and challenges specific to service provision in the NWT. The ability to promote person-centered and recovery-oriented services in a culturally respectful manner is a top priority.

The DHS provides positive leadership that strengthens comprehensive mental health, addictions and wellness practices throughout the NWT, ensuring that best practice standards are implemented and strategic priorities are met. As a member of the NTHSSA Senior Leadership Team, the Director contributes to the development of the overall strategy for health and social services delivery throughout the territory, particularly with respect to MHAS and



overall community wellness. The Director leads the planning, monitoring, and evaluation of MHAS in collaboration with the COOs, CEOs and leadership within the Department of Justice.

The DHS is responsible for the NTHSSA delivery of community counseling services (including child and youth care counseling initiatives), addictions services, and community wellness programs. Mental health and addictions issues are often identified as primary or secondary issues for clients accessing acute care/emergency services, primary care and public health. Many program areas operating within NTHSSA and other government departments (Justice, ECE, Housing) routinely provide service to clients with mental health and addictions challenges. The DHS is required to collaborate with all program areas and government departments as well as non-government organizations (NGOs) to ensure that the needs of these clients are met in all NTHSSA Regions as well as supporting TCSA and HRHSSA.

The DHS leads the planning, monitoring, and evaluation of health services, ensuring alignment with the overall health and social services strategy for the NTHSSA, in collaboration with the EDs, COOs, CEOs and their respective staff to ensure the most effective provision of health services. In collaboration with other members of the NTHSSA Senior Leadership Team, the DHS serves as a champion for the development of an organizational culture of quality, safety and inquiry.

The DHS will work collaboratively with the NTHSSA EDs, COOs, CEOs, appropriate groups of professional and non-professional staff within each region in the NWT and DHSS counterparts to ensure that territorial policies, standards and quality expectations are met at both the regional and territorial levels. The DHS will ensure that staff are trained and adhere to patient privacy and information sharing regulations as defined in the GNWT Health Information Act.

The DHS works collaboratively with the Director, Informatic and Health Technology to ensure coordinated planning of technology and information needs for the delivery of health services, and with the Director, Talent and Organizational Development to identify any human resources planning and development needs. Further, the DHS 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 DHS will also work collaboratively with the Directors of Public Health and Primary Care Services, Lab and Diagnostic Imaging Services, Continuing Care, Quality, Risk and Client Experience and facility/regional-specific Directors to ensure that an integrated approach to service planning occurs within the territory.

The DHS will be accountable to the ED, CI for ensuring quality services are delivered to clients/patients, and that all Health Services provided and/or procured by the Authority are in alignment with DHSS priorities, policies, standards, regulations and legislative requirements.



The DHS will work collaboratively with appropriate staff from the DHSS Territorial Health Division as needed to ensure this responsibility is fulfilled.

The DHS will work collaboratively with the DHSS to ensure that programs and services provided by the NTHSSA are consistent with Departmental directions, priorities, policies, standards, regulations and legislative requirements. Areas that will require closest collaboration will include:

- DHSS Policy and Legislation, accountable for establishing legislation, regulations, and policies that define the scope of services, as well as service delivery, privacy and official language requirements for funded health programs and services.
- DHSS System Strategy, Performance and Accountability, accountable for requirements relating to evaluation, reporting, and monitoring of outcomes achieved by health programs and services.
- DHSS Health Programs, accountable for territorial strategy and standards for health, seniors and services, as it pertains to health services.
- DHSS Chief Public Health Officer of the NWT, accountable for public health, including surveillance, disease prevention and control, and public health emergencies, as it pertains to health services.

This position carries out its responsibilities in accordance with GNWT acts, regulations, policies, and departmental procedures that include the *Health Information Act*, *the Public Service Act*, Public Service Regulations, Human Resource Manual, Staffing Appeals Regulations and various other government policies. As well, the DHS must work within the terms of any agreements reached with unions. This position carries out its responsibilities in accordance with the Public Service Citizen-Centered Approach to provision of services, including using Citizen-Centered Service Improvement Tools and Techniques to continuously enhance service delivery.

The legacies of colonization and residential schools have impacted Indigenous health outcomes and the way health and social services are delivered and accessed. The DHS is required to honour and promote a culturally safe environment at all times. Practicing from a trauma-informed care perspective is expected and the position requires that interaction with clients and families is tactful, respectful and humble. This position requires the ability to handle several complex issues concurrently while maintaining attention to detail. The incumbent is expected to remain calm, controlled and professional, regardless of the situation, and demonstrate compassionate care that is free of racism and discrimination, to clients, families, community members and other members of the health care team.

The DHS leads a team providing leadership to Health Services areas throughout the Territory. The incumbent is responsible and accountable to ensure Health Services meet or exceed



territorial and national standards. The DHS has six (6) Managerial direct reports, one (1) Project Officer, and one (1) administrative support report, some of whom have dual accountability for frontline delivery of health services in addition to their territory-wide responsibilities.

- Territorial Manager, Acute Care
- Territorial Manager, Clinical Education
- Territorial Manager, Midwifery
- Territorial Manager, Cancer Care
- Territorial Manager, Mental Health and Community Wellness
- Territorial Manager, Mental Health and Substance Abuse-Nursing
- Project Officer, Health Services
- Administrative Assistant, Health Services

DIMENSIONS:

- Reporting Positions: 8 direct reports and approximately 36 indirect reports
- Compensation & Benefits (\$): 26,419,000
- Operations & Maintenance (\$): 60,346,000
- Grants & Contributions (\$): 2,009,000
- Capital (\$): NA

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. Establishes and advises on the model for delivery of health services provided by the NTHSSA, in a manner consistent with the direction established by the DHSS, best practices, and with sensitivity to the need to allow for local variation to best accommodate population health needs and service delivery challenges.
3. Leads the development of operational program plans, standards, policies, procedures and guidelines for health services, and makes recommendations to support the development of clinical tools and resources to be used for program delivery throughout the NTHSSA.



4. Establishes and ensures regional compliance with quality standards for health services delivered by the NTHSSA, as required by the DHSS, and in consideration of the resources available, best practices, regulatory bodies, and applicable legislation.
5. Establishes and/or ensures regional compliance with quality standards for MHAS delivered by the NTHSSA, as required by the DHSS, and in consideration of the resources available, best practices, regulatory bodies, and applicable legislation.
6. Leads territory-wide planning, in collaboration with EDs and regional COOs for health services delivered by the NTHSSA, with sensitivity to the need to allow for local variation in order to best accommodate regional and territory-wide population health needs and key delivery challenges. This includes collaborative agreement of service delivery priorities, development of staffing models, and territory-wide resource planning to optimize service delivery impact in a multi-disciplinary team environment.
7. Advises Senior Leadership on the service volumes and clinical outcomes that are expected for health programs delivered by the authority, in consideration of the resources available to support service delivery.
8. Establishes metrics to facilitate quantitative and qualitative outcomes in collaboration with Department and EDs/COOs/CEOs, and leads the auditing, monitoring, and evaluation of health services.
9. Develops and implements quality improvement priorities and approaches for health services delivered by the authority and supports the regions in the delivery of quality improvement initiatives.
10. Ensures the compliance of the NTHSSA to DHSS reporting requirements for the programs and services being delivered and assists regions with reporting responsibilities, to ensure that appropriate monitoring and tracking of service delivery volumes, quality and outcomes takes place.
11. Addresses compliance issues with program standards and expectations, or when results/outcomes are not as expected, in collaboration with the EDs, regional COOs and regional leaders for health services.
12. Supports the development of communities of practice, engaging those teams and professions jointly involved in delivering health services within and between the regions to ensure that high quality, accessible and effective services are being delivered to the people of the NWT. Leverages expertise available within the regions to share knowledge and



progress already made in the development of tools, resources, and requirements for health programs.

13. Engages external resources, service providers and solicits professional advice relating to clinical activities, ensuring that evidence and best practice considerations have been incorporated into program and service expectations.
14. Works collaboratively with regional leaders and Director of Talent and Organizational Development to identify skills and training development needs and priorities, to ensure that professional development opportunities are in place to support quality delivery of health services.
15. Liaises with DHSS, and other departments and agencies as needed, to plan for and enhance the delivery of health services in the Territory.
16. Participates, as a member of the Senior Leadership Team, in the development of NTHSSA strategic planning, particularly with respect to health services and their integration into wider delivery of health and social services in the NWT.
17. Provides innovative leadership to a broad range of health services program partners and stakeholders in a time of substantial change and opportunity with the GNWT.
18. Establishes conditions that support a healthy workplace, optimal performance and development of staff through performance management, human resource planning, creation of positive learning environments and planning for change.
19. Support and lead emergency response initiatives in collaboration with the EDs, regional COOs and regional leaders for health services. Prioritize the continuity of emergency services and maintain program delivery across NWT regions, in pursuit of quality program and service delivery for NWT residents during times of crisis (i.e. forest fire, flood).

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual demands.



Sensory Demands

No unusual demands.

Mental Demands

Travel to regions on a regular basis throughout the year is required. There will be considerable demands placed upon the Director by internal and external stakeholders to quickly develop solutions and achieve results. The demands on the local and national health and social services system may hamper the incumbent's ability to meet these demands. In addition, there is a need to negotiate a consensus among a variety of independent stakeholders in the health and social services system, including professional associations and health and social services authorities, educational institutions and the public.

KNOWLEDGE, SKILLS AND ABILITIES

- Leadership skills in the area of health services.
- Skills in senior leadership level health services administration.
- Knowledge or ability to acquire knowledge of the health and social services system within the NWT, including the different departmental programs, program delivery models, and the socio-cultural and political environments in the NWT.
- Knowledge of health services legislation, regulation and policy.
- Knowledge of the Health Information Act, how it relates to the accountabilities of the position, and how it applies to the overall HSS system.
- Knowledge of program planning and evaluation methods in the health and social service sectors.
- Knowledge and understanding of best practices in quality, safety, and client experience in health and social services sectors. These are inclusive of international and national best practices as published by agencies and institutions (e.g. Institute for Healthcare Improvement, Accreditation Canada, Canadian Patient Safety Institute, Provincial Agencies in Health Quality (e.g. Saskatchewan Health Quality Council, Health Quality Council, Health Quality Council of Alberta, BC Patient Safety and Quality Council, Manitoba Quality Network, New Brunswick Health Council, Patient Canada), as well as knowledge of quality, safety, and client experience academic literature and current national trends.
- Knowledge and understanding of the methods for incorporating program and service delivery evidence into practice.
- Management and interpersonal skills in order to lead and guide others to accomplish tasks and meet desired targets.
- Communication, coaching and motivational skills in order to share a clear vision and optimize human resource performance.
- Organizational, time management, analytical, facilitation and presentation skills.



- Ability to analyze, evaluate and interpret a wide range of information and apply it within the social, economic and political environments of the NWT.
- Citizen-centered client service focus and critical thinking skills, with an ability to see the bigger picture.
- Ability to lead and motivate both professional and non-professional staff, including those who have accountabilities to other employers or to professional associations.
- Ability to acquire knowledge of GNWT Employment Agreements, competency-based performance, and labour relations within the context of the GNWT employment environment.
- Ability to build and maintain good working relationships with colleagues throughout the GNWT, the health and social services system nationwide and with partners outside the government.
- Ability to be sensitive to geographic and cultural needs of people, understanding how community and culture impact the delivery of health care.
- Advanced ability to learn to use (application administrator level) eHealth, mHealth and/or information and communication technologies as they relate to provision of services.
- 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 Masters degree in a health related field (i.e., public health, health administration, nursing), with a minimum of 8 years of relevant experience, including a minimum 3 years managing people and resources.

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