



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Regional Manager, Community Health Centres	
Position Number	Community	Division/Region
48-5670	Inuvik	Beaufort Delta Region

## PURPOSE OF THE POSITION

This position will play a lead role in implementing the Northwest Territories Health and Social Services Authority (NTHSSA) strategic objectives for the delivery of consistent community health centre services within the Beaufort Delta Region. Under the strategic guidance of the NTHSSA, the position will implement, monitor, and provide reporting on the delivery of community health centre services within their region.

This position will provide management expertise and support to the staff of five community health centres who deliver primary health care, and emergency care to clients living in the communities in the Beaufort Delta Region. These communities include: Aklavik, Fort McPherson, Paulatuk, Sachs Harbour, Ulukhaktok and Tuktoyaktuk.

## SCOPE

The NTHSSA is the singles provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Thcho 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 Thcho 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.

Under the direction of the Minister of Health and Social Services, the NTHSSA is established to move toward one integrated delivery system as part of the government's transformation strategy.

This position is located in the Beaufort Delta Region and the incumbent is responsible for the overall daily management of five health centres, and an annual operating budget of 6 million, and a staffing group of 75, with eight direct reports. Direct reports include the following positions: Five Nurse in Charge and two Nurse Practitioners. The incumbent provides operational support and direction to a multi-disciplinary work force, and through recruitment and retention efforts ensures adequate staffing for the provision of safe, competent, and consistent health care to clients in the Beaufort Delta Region communities. The incumbent is responsible to oversee the client/patient experience. The incumbent is responsible for recruiting, hiring, and managing a skilled workforce. The decisions and recommendations made by the incumbent may have a direct impact on the effectiveness and efficiency of human resources, program and service delivery, and financial budgets.

This position, reporting directly to the Senior Regional Manager of Health Services (SRMHS), will work closely with the SRMHS and with the NTHSSA Territorial Manager supporting this program area, to ensure that client/patient needs are being supported and addressed within their regional catchment area: and to identify and address program challenges and opportunities for improvement, establish program objectives for the region, and to report on and contribute to the evaluation of the effectiveness and efficiency of the program delivery in the region. They will also contribute to the development of the program area across the territory through their participation on cross-territory initiatives and projects.

## **RESPONSIBILITIES**

### **1. Leads, implements, and manages the delivery of quality-based Community Health Centre Services within the Region.**

- Provides leadership and direction to regional staff and programs to ensure that all community health centre clients/patients served by the Beaufort Delta Region receive equitable, efficient, appropriate, accessible, timely, and safe community health centre care.
- Collaborates with the SRMHSS, the Territorial Manager, Community Health Centre Services to identify current and future delivery requirements in Community Health Centre Services through consistent, territory-wide program development.
- Advises and informs the regional SRMHSS with regard to program and service delivery, quality plans, outcomes, opportunities, risks, threats, and including but not limited to incidents affecting or potentially affecting the safety and/or well-being of community



health centre clients/patients and/or staff, and the integrity of the Beaufort Delta Region and the NTHSSA.

- In collaboration with the SRMHS, recommends strategic initiatives and identifies opportunities to sustain or improve the community health centre program and service delivery, for review and consideration by the NTHSSA.
- Leads the development of and implements a community health centre work plan for the region that align with the NTHSSA 's strategic direction, and procedural guidelines for community health centre care.
- In collaboration with NTHSSA leadership, contributes to the development and implementation of performance indicators; measures for improvement, and reports on outputs and outcomes on a periodic basis as determined by the NTHSSA.
- Collaborates with the SRMHS, the Territorial Manager, Community Health Centre Services to develop procedures for Community Health Centres.
- Communicates with the SRMHS, the Territorial Manager, Community Health Centre Services and other members of the Clinical Integration Team to share program priorities and goals.
- Collaborates with the SSRMHS, the Regional Manager of Community Health Centres, and Regional Managers within related disciplines in the NTHSSA, the TCSA, and The HRHSSA, to ensure a quality community health centre program that is delivered consistently across regions and jurisdictions.
- Proactively works with the patient, family and other regional and territorial staff to enhance the patient experience and to address concerns and complaints.
- Collaborates with regional and territorial managers for standardization, consistency and best practices implementation.

**2. Leads Regional Accreditation Teams in the domain of Community Health Centre services. These standards include but are not limited to Remote and Isolated Health Centres Services, Infection Prevention and Control, and Managing Medications.**

- 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.
- Communicates and ensures integration of standards, policies, and procedures for Community Health Centre Services and programs into day to day practice as they relate to the Accreditation Canada process.
- Works collaboratively with the Regional/Territorial Quality and Client Experience Team to ensure team members receive an orientation and education on Accreditation Canada's Program and the Accreditation Process.
- Implements team action plans, based on results of any work required to align with program standards, and recommendation from onsite Accreditation Canada Surveys.



- Reports work plan process to the SRMHS, Regional/Territorial Quality and Client Experience Team, and Territorial Manager, Community Health Centre Services.
- In collaboration with the SRMHS, gathers data and information to track program indicators set by the NTHSSA leadership team.
- Ensures and 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 SRMHS, territorial, and regional management to standardize policies, procedures, metrics and program services.

**3. Leads and manages the logistics of regional community health centre service delivery, including but not limited to, the management and support of staff and scheduling, and the management of capital resources required to meet regional operational needs.**

- Provides subject matter expertise, guidance, direction, and exemplary leadership to the Regional Community Health Centre staff.
- Effectively and efficiently manages a budget, human and capital resources in order to facilitate a successful community health centre programs and service delivery in the Beaufort Delta Region. Variance reporting as required.
- Manages the community health centre programs within the allocated resources and in accordance with the Territorial Acts and Regulations, NTHSSA Policies and adherence to Professional Regulations, Standards and Protocols while following an interdisciplinary model to maintain and enhance the health and wellness of the people of the NWT.
- Collaborates with the SRMHS, the Regional Managers, and any other relevant counterparts of the Beaufort Delta Region to ensure safe, effective, and efficient coordination of community health centre care to clients/patients.
- Collaborates with the dyadic leadership and the physicians of the Beaufort Delta Region to ensure safe, effective, and efficient coordination of community health centre care to clients/patients.
- Collaborates with the Regional Manager of Primary Care to ensure alignment of primary care and community health services in all communities in the Beaufort Delta region.
- Participates in regular meeting with the Territorial Manager, Community Health Centres to plan programming and models of care delivery.
- Coordinates annual barge/air/road delivery orders for Community Health Center supplies.



- Works with the procurement department to prepare annual tenders for the supplies to each Health Center to be delivered by annual barge/air/road service.
  - Facilitates Community Health Center maintenance and repairs by liaising between Nurse in Charge (NICs) in the Health Centers, Regional Manager of Operations and the Department of Public Works and Services.
  - Travels to Beaufort Delta Region communities and other regional centres to conduct audits.
  - Communicates program goals and activities to all required parties: provides direction and guidance to staff involved in programs and services.
  - Supports the educational needs of all staff via conferences, workshops, distance education programs and clinical practicums.
  - Conducts employee performance evaluations and proactively manages performance issues.
  - Collaborates with the SRMHS, the Regional/Territorial Manager, Allied Health and Services and Territorial Leads to implement a Point of Care Program offered in Community Health Centres.
  - Collaborates with the SRMHS, the Regional Manager/Territorial, Allied Health and Services and Territorial Leads to ensure training and evaluation of Diagnostic Practices in Community health Centres.
  - Participates on various committees to help ensure the provision of quality services and coordination of services on local and regional level.
  - Works collaboratively with regional and territorial managers to integrate care, and to improve the client/patient experience.
- 4. Represents the NTHSSA Beaufort Delta Region in Labour Relations to ensure that harmonious working relationships with the Union of Northern Workers (UNW) and management are maintained.**
- Works with the SRMHS in handling first level grievances in coordination with Human Resources and UNW.
  - Leads meetings with the UNW local representatives as the need arises and/or on a regular basis to discuss issues/concerns and work together to resolve same.
  - Collaborates with Human Resources to assist staff with accommodation plans and progress.
  - Provides effective and timely performance feedback, mentoring, and coaching.
- 5. Work Place Health and Safety: Employees of the Authority are committed to creating and maintaining a safe and respectful workplace for employees and patients/clients. Building a safe and respectful workplace is everyone's responsibilities.**



- All employees and contractors have a professional and personal responsibility to perform their duties to health and safety regulations, standards, practices and procedures.
- All stakeholders (management, staff, Union of Northern Workers, and Workplace Safety and Compensation Commission) need to ensure our Workplace Health and Safety Committee works effectively, with a shared purpose of continuous quality improvement in health and safety.
- All Managers play an active role in workplace health and safety through their daily management: identifying prevention opportunities, ensuring staff are trained in Risk Monitor Pro or other incident reporting systems, investigating potential risk and accidents, and applying timely corrective measures.
- A healthy workplace, where employees can provide quality service under safe conditions, is the right thing to do and makes good business sense.

## **WORKING CONDITIONS**

### **Physical Demands**

Exposure to physical strain related to sitting for long periods of time and eye strain working with a computer. Travel to small communities may be required. Travel may be by way or small aircraft or driving on winter ice roads.

### **Environmental Conditions**

Exposure to crisis situations requiring immediate attention and discussion. Often exposed to extreme weather conditions during travel.

### **Sensory Demands**

Exposure to crisis situations requiring immediate attention and discussion.

### **Mental Demands**

Disruption to lifestyle caused by work schedule. Exposure to numerous interruptions that would cause disruption in carrying out duties in a timely manner. Exposure to emotionally disturbing experiences. Dealing with unknown factors, uncontrolled work-flow and overlapping demand. Periods of concentration and attention to detail all can cause mental and emotional fatigue and strain.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- A good working knowledge of program management, including budget development, preparation, and control is required to ensure financial responsibilities are carried out effectively and efficiently.





- Knowledge of different discipline roles and scope.
- Ability to develop and maintain positive working relationships with individuals, agencies, elected community leaders, and employees in order to communicate program information, including the ability to obtain and respond to feedback from these individuals.
- A high level of interpersonal skills including effective communication, coaching and motivation is essential in order to manage the human resources assigned to the position so human resources performance is at optimal capacity and assisting staff and stakeholders to accept change.
- Knowledge of how to design and facilitate a change process. The ability to build and work with groups and teams, planning and implementing change; skilled in group dynamics and conflict resolution.
- Ability to build solid partnerships and alliances based on trust and to work with a variety of people from different backgrounds and personalities.
- Excellent written and oral communication skills including listening, observing, identifying and reporting.
- Knowledge and ability to use a variety of intervention and prevention methods, and determine which method is most appropriate at any given time.
- Must have excellent organizational, and time management to manage multi-disciplinary responsibilities in a timely and effective manner.
- Must be sensitive to the geographical and cultural needs of the people and understand how community and culture impact the delivery of health care.
- Must have knowledge of the CAN Nursing Code of Ethics, and the RNANTNU Standards.
- Must have a working knowledge of total quality management or continuous quality improvement processes.
- Must working knowledge with word processing programs and spreadsheets.
- 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:**

The above knowledge and skills are most commonly acquired through a Baccalaureate in Nursing plus two (2) years of management/supervisory experience and 5 years' experience in a remote community health care setting. Must be eligible for registration with RNANTNU.

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