



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Regional Manager, Acute Care	
Position Number	Community	Division/Region
48-5682	Inuvik	Health Services/Beaufort Delta

PURPOSE OF THE POSITION

The Regional Manager, Acute Care plays a lead role in implementing the Northwest Territories Health and Social Services Authority (NTHSSA) strategic objectives in the consistent delivery of quality acute care 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 acute care services within their region.

This position provides overall management of the following programs within the Beaufort Delta Region: Emergency Services, Operating Room Services, Medical Reprocessing Services, Endoscopy Services, and Inpatient Care.

SCOPE

The NTHSSA is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and 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 Tlicho 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 made by the incumbent may have a direct impact on the effectiveness and efficiency of human resources, program and service delivery, and financial budgets.



Located in Inuvik the Regional Manager, Acute Care (RMAC) is responsible for the overall daily management of Inuvik Regional Hospital acute care programs, an annual operating budget of \$7.5 million, and a staffing group of 35+ direct reports. Direct reports include the following positions: Clinical Coordinator, Acute Care & Emergency, Nurse in Charge Emergency, Nurse in Charge Acute Care, Nurse in Charge Operation Room, Registered Nurses including obstetrical, emergency room and operating room registered nurses, licensed practical nurses, reprocessing technician, and unit clerks. The incumbent provides operational support and direction to a multi-disciplinary workforce and through recruitment and retention efforts, ensuring adequate staffing for the provision of safe, competent, and consistent health care to clients in the Beaufort Delta and Sahtu Region communities. The incumbent is responsible to oversee the client/patient experience. The incumbent is responsible for recruiting, hiring and managing a skilled workforce that meets best practice Clinical Standards, NTHSSA Policies and Procedures. 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 Director of Patient Care Services (DPCS), will work closely with their DPCS and with the NTHSSA Territorial Manager supporting this program area(s), 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.

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.

RESPONSIBILITIES

- 1. This position manages the delivery of quality-based Acute Care Services within the Beaufort Delta Region.**
 - Provides leadership and direction to departmental staff and programs to ensure that all acute care clients/patients served by the Beaufort Delta Region receive equitable, efficient, appropriate, accessible, timely, and safe acute care.
 - Collaborates with the DPCS, and the Territorial Manager, Acute Care Services to identify current and future delivery requirements in Acute Care Services through consistent territory-wide program development.
 - Reports to the DPCS 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 portfolio clients/patients and/or staff, the integrity of the Beaufort Delta Region and the NTHSSA.

- In collaboration with the DPCS, regional, and territorial managers recommends strategic initiatives, and identifies opportunities to sustain or improve the acute care program and service delivery, for review and consideration by the NTHSSA.
- Leads the development of and implements an acute care work plan for the region that aligns with the NTHSSAs strategic direction, policies and procedures for acute care.
- Works collaboratively with the NTHSSA leadership to contribute 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 DPCS and the Territorial Manager, Acute Care Services to develop regional procedures for Acute Care program areas.
- Communicates with the DPCS, the Territorial Manager, Acute Care Services and other members of the Clinical Integration Team to share program priorities and goals.
- Collaborates with the DPCS, the Regional Manager of Acute Care, and Regional Mangers within related disciplines in the NTHSSA, the TCSA, and The HRHSSA, to ensure a quality acute care 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 Acute Care Services. These standards include but are not limited to Emergency, Medicine Services, Surgical Services, Operating Rooms, Obstetrical 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 an ensures integration of standards, policies and procedures for Acute Care 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 Standards of Excellence.
- 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 DPCS, Regional/Territorial Quality and Client Experience Team, and Territorial Manager, Acute Care Services.
- In collaboration with the DPCS, gathers data and information to track program indicators set by the NTHSSA leadership team.



- 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 DPCS, territorial, and regional management to standardize policies, procedures, metrics and program services.

3. Leads and manages the logistics of regional acute care 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 Acute Care Services staff.
- Effectively and efficiently manages a budget, human and capital resources in order to facilitate a successful acute care program and service delivery in the Beaufort Delta Region. Variance reporting as required.
- Manages the acute care program 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 inter-disciplinary model to maintain and enhance the health and wellness of the people of the NWT.
- Collaborates with the DPCS the Regional Managers, and any other relevant counterparts of the Beaufort Delta and Sahtu Region to ensure safe, effective, and efficient coordination of acute care to clients/patients.
- Collaborates with the dyadic leadership, and the physicians of the Beaufort Delta and Sahtu Region to ensure safe, effective, and efficient coordination of acute care to clients/patients.
- Participates in regular meetings with the Territorial Manager, Acute Care Services to plan programming and models of care delivery.
- Conducts audits.
- Communicates program goals and activities to all required parties; provides direction and guidance to staff involved in programs and services.
- Participates in the recruitment, placement, and orientation of staff, and in developing strategies for staff retention.
- Supports the educational needs of all staff via conferences, workshops, distance education programs and clinical practicums.
- Conducts employee performance evaluations and manages performance issues.
- Participates on various committees to help ensure the provision of quality services and coordination of services on local and regional level.



- Implements action plans from Territorial Manager, Acute Care Services in response to program indicators performance.
- Collaborates with the DPCS and the Regional/Territorial Manager, Continuing Care to assess and address the impact of alternate level of care patients in hospital.
- Collaborates with the DPCS and the Regional/Territorial Manager, Continuing Care to implement a process to manage the alternate level of care patients in hospitals.
- Collaborates with the DPCS, the Regional/Territorial Quality and Client Experience Team and the Territorial Manager, Acute Care Services to ensure oversight of quality and assurance of the Medical Reprocessing Unit.
- Works collaboratively with regional and territorial managers to integrate care, and to improve the client/patient experience.

4. Represents the NTHSSA BDR in Labour Relations to ensure that harmonious working relationships with the bargaining unit and management are maintained.

- Works with the DPCS in handling first level grievances in coordination with Human Resources and Union of Northern Workers (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. Workplace 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 responsibility.

- 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 Workers' 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 prove quality service under safe conditions, is the right thing to do and makes good business sense.

WORKING CONDITIONS

Physical Demands



No unusual demands.

Environmental Conditions

No unusual demands.

Sensory Demands

No unusual demands.

Mental Demands

Incumbent experiences exposure to numerous interruptions that would cause disruption in carrying out duties in a timely manner.

Job holder will be required to deal with unknown factors, uncontrolled work-flow and overlapping priorities / demand, and may be exposed to emotionally upsetting experiences.

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 different discipline roles and scope.
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- 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.
- Knowledge and ability to use a variety of intervention and prevention methods, and determine which method is most appropriate at any given time.
- Knowledge of the CNA Nursing Code of Ethics, and the CANN Standards for LPNs and RNs is required.
- Interpersonal skills including effective communication, coaching and motivation in order to manage the human resources assigned to the position so performance is at optimal capacity and assisting staff and stakeholders to accept changeAbility 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.
- Written and oral communication skills including listening, observing, identifying and reporting.
- Organizational and time management to manage multi-disciplinary responsibilities in a timely and effective manner.
- Ability to build solid partnerships and alliances based on trust and to work with a variety of people from different backgrounds and personalities.



- Ability to be sensitive to the geographical and cultural needs of the people and understand how community and culture impact the delivery of health care.
- Skilled in total quality management or continuous quality improvement processes.
- Skilled in 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:

A Baccalaureate Degree in one of the following:

- Nursing
- Allied Health or Social Services Professions
- Health or Business Administration, plus two years of Management and / or Supervisory experience and three years of recent experience in the Acute Care or Primary Care Setting.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Clinical professionals must be licensed by their respective College

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