



## **IDENTIFICATION**

Department	Position Title	
Northwest Territories Health and Social Services Authority	Project Officer	
Position Number	Community	Division/Region
48-5850	Yellowknife	Informatics & Health Technology/HQ

## **PURPOSE OF THE POSITION**

The Project Officer is responsible and accountable to manage the planning, monitoring and implementation of various small to medium size informatics projects throughout the Northwest Territories Health and Social Services Authority.

## **SCOPE**

Located in Yellowknife, the Project Officer position reports to the Manager, Enterprise IT Operations, Informatics and Health Technology (IHT). The position can be assigned to other Project Sponsor(s)/Lead(s) and/or Northwest Territories Health and Social Services Authority (NTHSSA) Manager(s). The position can also be assigned to support Hay River Health and Social Services Authority (HRHSSA), Tłıchǫ Community Services Agency (TCSA) or Department of Health and Social Services (DHSS) Senior Project Manager(s) and Managers as requested and approved by the respective deputy heads and NTHSSA Director, Informatics and Health Technology. The position will be working in a matrix management environment with NTHSSA, DHSS, HRHSSA and/or TCSA.

The NTHSSA is the single provider of all health and social services (HSS) in the NWT, with unique collaborative arrangements in the HRHSSA and TCSA. It covers 1.2 million square kilometers and serves approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. HSS include a 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 HSS staff.

Under the direction of the DHSS, the NTHSSA is established to move toward one integrated delivery system as part of the government's transformation strategy. Territorial and federal legislation inform the development of DHSS policy, which leads to operational policies, guidelines and standards of care that are developed by the NTHSSA for regional implementation.



The operational management and leadership of the NWT Health and Social Services System (NWT HSS System) informatics and health technology is critical to supporting and facilitating system wide initiatives in the NWT HSS System, including but not limited to Health IT systems, Health IS systems, Health Information Management systems.

This position will develop plans for and implement small to medium NTHSSA informatics projects in collaboration, as required, with DHSS, HRHSSA and TCSA. The projects can also be part of multi-jurisdictional innovation projects prioritized by NTHSSA and DHSS strategic priorities.

The potential areas for inclusion in NTHSSA informatics projects cover a wide range of services (i.e. technology, infrastructure, records, and information systems) that will impact a significant number of staff in all NTHSSA regions, as well as other Health and Social Services Authorities (HSSA) and DHSS. Successful implementation of the project plans cannot be realized without highly effective coordination and planning, with specific attention to change management.

NTHSSA projects are unique territorial initiatives and are often unique nationally. Any changes, plans, or analysis will require a high degree of system understanding with often limited to no known information, precedence or theory to guide decision making.

The Project Officer is accountable to develop and provide solution(s) as part of their assigned territorial informatics projects. The project officer is responsible to work with the appropriate NTHSSA, Health and Social Services (HSS) Authority, and/or DHSS staff responsible and their team(s) to identify solutions and ensure successful implementation.

The Project Officer applies project management methodology including, but not limited to: project planning, risk management and contingency planning, communication, monitoring and project and program evaluation techniques to ensure that implementation of their projects are done efficiently and effectively and the outcomes meet all project requirements.

The incumbent deals with senior NTHSSA staff and staff in other HSS Authorities and DHSS who may have divergent perspectives and demands.

A high level of concentration and attention is essential. Work must be of the utmost level of accuracy. The scope of work can involve politically sensitive issues and tight deadlines with a high degree of intensity. Decisions often have long range impacts on the HSS system.

## **RESPONSIBILITIES**

### **1. Coordinates and manages the development of the NTHSSA small to medium sized informatics project implementation plan(s) for the NWT HSS System.**

- Works with NWT HSS System partners to identify current processes and challenges.



- Researches best practices and recommends benchmarks to ensure compliance with best practices.
- Where no precedence, best practice or benchmark exists seeks and coordinates expertise to develop and advance the project and recommend option(s).
- Identifies and documents positions and duties impacted by implementation.
- Develops implementation plan(s) for review and approval.
- Provides advice and recommendations to the Senior Project Manager, Project Sponsors and operational area managers on the project implementation plan(s).
- Actively coordinates and assists in the development and implementation of metrics and ensures, when appropriate, evaluation frameworks are coordinated in the project plan, to track and monitor NTHSSA projects.
- Ensures project metrics and reporting mechanisms are in place for the day to day management of NTHSSA projects.
- Works with assigned NTHSSA analytics staff and as appropriate DHSS Corporate Planning, Reporting and Evaluation division staff to ensure that project related program changes have approved evaluation frameworks developed to monitor and assesses the success of innovative changes.

**2. Coordinates and manages the NTHSSA informatics small to medium sized projects to ensure that all work and activities are consistent with approved objectives, plans and budgets and that the project is fully implemented within the required time frames.**

- Provides regular project reporting to the Director of IHT and other NWT HSS System Senior Managers.
- Develops required project charters and terms of references.
- Oversees the work progress of each area of the plan and manages the work schedule.
- Contributes to the development of a communication and risk strategies and ensures they are successfully implemented.
- Ensures that all project activities and risks are accurately tracked and reported on.
- Supports the preparation of project related organizational policies and procedures.
- Proactively briefs the Manager, Enterprise IT Operations or assigned Manager and when appropriate advises them of their participation in critical decision-making meetings.
- Compiles all required briefing material for the Manager, Enterprise IT Operations or Director of IHT regarding decisions resulting from these meetings.
- Provides recommendations and justifications to decision makers.

**3. Supports the business analysis of informatics projects.**

- Leads the business analysis of small to medium projects.
- Supports the business analysis of medium to large informatics projects.
- Consults with senior managers and end users, including physicians, nurses, and allied



health practitioners to determine anticipated inputs and outcomes.

- Conducts research and analysis to support informatics projects and initiatives.
- Employs expert modeling techniques and data driven development methods to ensure proposed solutions will meet desired outcomes.
- Investigates potential solutions that might deliver business requirements and make recommendations to the business area.
- Documents business processes flows and models in collaboration with multi-disciplinary stakeholders.
- Identifies opportunities to realize current investments to improve business processes and efficiencies.

**4. Establishes and maintains relationships with a wide variety of stakeholders.**

- Develops working relationships with business / program leads as to manage projects and identify operational improvements.
- Escalates to the Manager, Enterprise IT Operations or assigned Manager any significant issues or opportunities raised.
- Leads teams of project staff in a matrix reporting structure. Staff can include business subject matter experts, technical leads, and staff from third parties.
- Pro-actively works with business areas to understand upcoming requirements and business needs.
- Regularly engages with appropriate stakeholders to build and maintain strong relationships and ensure smooth transition of business solution throughout project lifecycle.
- Liaises with vendors and service suppliers.
- Works in a collaborative manner with colleagues from other GNWT Departments/Divisions such as service delivery collaboration with the Technology Service Centre (TSC), and the GNWT Office of the Chief Information Officer (OCIO), and Information Systems Shared Services (ISSS).
- Works with the managers and leadership in other government jurisdictions and non-governmental entities where NTHSSA projects interface or are assigned (e.g. Federal Provincial Territorial working groups, Nunavut Health and Social Services, Alberta Health and/or Alberta Health Services).

**5. Provides support to assigned NTHSSA project proposals, activities and initiatives.**

- Works with experts engaged to develop clear, specific recommendations based on current best practice in other jurisdictions.
- Maintains awareness/understanding of all IHT projects and stands in for other Project Officer or Project Manager roles during times of their absence or vacancies.
- Investigates and/or addresses issues and develops correspondence, briefing notes, submissions and position papers.



**6. Administers assigned NTHSSA contracts and sub-projects, as required.**

- Administers assigned NTHSSA contracts and sub-projects, including contracts with organizations, consultants and contractors, as well as individual service contracts.

**7. Responsible for coordinating the financial management of assigned projects.**

- Ensures GNWT financial management procedures are followed.
- Prepares cost estimates for project budgets, and allocates resources to objectives and activities.

**8. Other duties as assigned.**

**WORKING CONDITIONS**

**Physical Demands**

No unusual demands

**Environmental Conditions**

No unusual demands

**Sensory Demands**

No unusual demands

**Mental Demands**

No unusual demands

**KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge skills and abilities listed below are associated with the management of small to medium sized projects. Knowledge of project management standards, techniques and methodologies. Includes:
  - Knowledge of project charters and project work plans.
  - Knowledge of project management tools and standard software tools for communicating and managing schedules.
  - Knowledge in systems analysis and design.
- Knowledge of business analysis skills, including documenting business processes and requirements.
  - Ability to analyze and map business processes.
  - Ability to identify and validate business requirements.
  - Ability to communicate business requirements to technical leads and subject matter experts.



- Research, problem solving, critical thinking and evaluation skills.
- Knowledge of risk, issues and stakeholder management.
- Knowledge of change management.
- Planning, time management and scheduling skills.
- Interpersonal, negotiation, collaboration and communication skills.
  - Ability to assist in the development and coordination of steering committee and working group meetings.
  - Skilled in building and maintaining relationships within organizations.
  - Ability in manage conflict and negotiations.
  - Communication, writing and presentation skills.
- Ability to define high-level requirements for new and existing software and database development.
- Ability in managing informatics or technology based small to medium size projects or operational areas.
  - Note: Small to medium projects or operational areas would be where the candidate can demonstrate they have active roles coordinating projects or leading operational initiatives within a single organization area.
- Ability in financial management, including budgeting and reporting.
- Ability to work under pressure with compressed deadlines and multiple deliverables.
- 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 bachelor's degree in a related field, plus a minimum of two (2) years of experience on small to medium sized projects or working on change initiatives in operational areas.

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