



IDENTIFICATION

Department	Position Title	
Health and Social Services	Manager, Non-Insured Health Benefits	
Position Number	Community	Division/Region
49-10074	Inuvik	Health Services Administration / Beaufort Delta

PURPOSE OF THE POSITION

The Manager, Non-Insured Health Benefits (NIHB) is responsible for the management and coordination of the development and administration of the NIHB program through a professional staff compliment to ensure that program entitlements are properly administered to eligible Northwest Territories residents.

SCOPE

The Department of Health and Social Services (DHSS) is located in Yellowknife with the exception of the Health Services Administration division located in Inuvik. Reporting to the Director, Health Services Administration (Director), the Manager's primary emphasis is placed on the Federal Non-Insured Health Benefits (FNIHB) program for First Nations and Inuit residents, and is responsible for coordinating all NIHB contracts, contribution agreements and standing offer of agreements for service delivery in the Northwest Territories (NWT).

The NIHB program encompasses approximately 20,000 eligible recipients in the NWT and benefits to eligible recipients are largely provided through the three Authorities and several registered service providers in the NWT. The Manager provides program advice and guidance, and maintains a professional working relationship with a wide range of individuals, groups and organizations including the Department of Indigenous Services DISC (DISC) representatives, service providers, Regions and Authorities, indigenous organizations, health professionals, clients, and staff within the DHSS, concerning the provision of benefits related to the NIHB program service delivery through a Contribution Agreement.

This modernized 5-year, \$85M contribution agreement is negotiated between the Government of the Northwest Territories (GNWT) and DISC. This position provides program management, develops and maintains the service delivery network in providing consistent services through integrated, standardized and appropriate delivery mechanisms.



The Manager is the primary contact of this contribution agreement and liaises between the GNWT and DISC on all NIHB program and financial issues, and provides advice and recommendations to DISC Regional Authorizing Officers on complex requests to ensure that the concerns and position of the GNWT is considered in decision-making.

The Manager reviews and oversees claims and payments made under the NIHB Program budget and monitors trends to ensure appropriate budgetary planning is accomplished. The position regularly monitors invoices of eligible NIHB benefit services from HSS Authorities and service providers and conducts compliance reviews to ensure that entitlements are properly administered and provided within contribution agreement spending limits. The Manager is responsible to track all program costs on a monthly basis and prepares reports to ensure that potential problems are quickly identified and suitably managed.

The Manager acts as a Team Leader and is responsible for development of models and service delivery integration within the NWT. Teams will consist of departmental staff, Health and Social Services (HSS) Authority staff and federal government representatives. The incumbent will be required to travel to remote communities, Headquarters or the regional authorities.

The Manager is responsible for the direct management of Non-Insured Health Benefits Specialist, and Non-Insured Health Benefits Program Coordinator positions.

RESPONSIBILITIES

1. Manage the development, implementation and administration of the Non-Insured Health Benefits program across NWT to ensure that Health and Social Services Regions and Authorities and other stakeholders are effectively supported.

- Identify issues to be addressed through policy, program and organizational changes in the NWT health and social services (HSS) system.
- Analyze the implications of policy and program initiatives and assess their impact on program and service delivery.
- Form collaborative partnerships with the Authorities and other stakeholders to ensure resources are delivered within the contribution agreement terms of reference.
- Monitor and evaluate current programming and related services, making recommendations to adjustments to program planning as required.
- Manage collaborative planning, support, monitoring and evaluation efforts required for program delivery.
- Maintain an understanding of the issues and responsibilities of each program area.
- Maintain open communications with all stakeholders, ensuring that consistent information is relayed regarding programs and services available.
- Provide leadership and represents the unit concerning overall programming.



2. Coordinate and advise on the contract negotiations process in accordance with the Federal Indian Health Policy, *Inuit and Indian Act* to ensure compliance pertaining to the delivery of Non-Insured Health Benefits.

- Provide assistance to the Authorities in understanding each stage of the process and implications of contract negotiations.
- Request and coordinate input from the Authorities for negotiations between the GNWT and DISC.
- Collaborate with Procurement Services to provide input on draft contracts, and incorporate any required amendments for review/approval.
- Maintain an on-going file (NIHB Issues Tracker) of concerns not appropriately addressed within the current agreement.
- Act as liaison between the GNWT and DISC to establish meetings and discuss outstanding issues.
- Facilitate the process for obtaining contract signatures from Deputy Minister.
- Identify portions of the contract attributable to GNWT and portions attributable to the federal government as per the contribution agreement.
- Maintain files of contracts.

3. As the key NIHB resource in the NWT, the Manager provides interpretation and communication of NIHB benefits and directives in accordance with the contribution agreement to ensure the Department's credibility to all service providers and recipients, and to ensure proper use of government funds.

- Respond to all inquiries regarding interpretation of benefits and program eligibility.
- Prepare Ministerial responses and briefing notes to address complex and political issues involving the delivery of NIHB and client inquiries.
- Inform the Director of potential issues arising from DISC policy implementation.
- Provide advice and interpretation on the delivery of NIHB program.
- Develop and implement directives for program delivery.

4. Develop tools to implement and secure service agreements to ensure services are developed and implemented in accordance with agreements, program policy and or legislation.

- Develop and deliver appropriate methodologies and services to ensure that the NIHB health benefit program delivery structures are integrated, supported and maintained.
- Ensure that the mediums employed meet all requirements of the program policies, any agreements made to deliver those policies are in accordance with territorial and/or federal legislation.
- Act as the coordinator to develop territory-wide program references and will coordinate the contracting of services at the departmental and authority levels. Each of the program references will span territorial interests and will be reflective of an integrated program delivery model.



- Provide advice and assistance in the preparation of detailed terms of reference for eligible benefits.
 - Develop and initiate all contracting/tendering processes for services to be delivered.
 - Develop and engage representative review teams.
 - Provide advice and assistance, if requested, in the evaluation process for selecting successful proponents.
 - Assist in the development of contracts, contributions agreements, for the provision of services.
 - Inform the Director regarding the assignment of contracts and report any contracting irregularities.
 - Monitor the service deliverables, either directly or in conjunction with the Regions and Authorities, and produce utilization reports for the NIHB program administrators.
5. **Develop models, standards and enhancements to meet the service delivery requirements for administrators of the NIHB programming in the NWT.**
- Provide expertise to Health Regions and Authorities in developing appropriate contracts.
 - Review current services and delivery models.
 - Research service delivery trends and requirements.
 - Develop standards of programming requirements.
 - Support current service delivery models and standards.
6. **Provide leadership to the health program staff through the management of human resource activities.**
- Identify priority areas for resource allocation while identifying areas for cost saving.
 - Establish clear work plans and priorities for staff, ensuring that there is a clear communication between all staff.
 - Provide direction to staff in the implementation of new initiatives and changes where there may be significant overlap between services and delivery professionals.
 - Provide oversight on contracts concerning communications of health program activities utilizing a variety of methods.
 - Identify areas required for additional resources and prepare submissions or implementation plans to determine impact on unit.
 - Manage human resource functions within the unit such as staffing, leave management, professional development and performance appraisals for staff.
7. **Manage and report on the programming budget in accordance to contract specifications and ensure all payments are processed within the contribution agreement spending limits and within allowable program policy in a timely manner.**
- Prepare monthly variance reports and quarterly financial reports.
 - Compile semi-annual program budget forecasts by providing historical data.



- Compile and prepare program reports as identified in the contribution agreement.
- Gather pertinent contract documentation and ensure required contract approval has been received by DISC representatives.
- Monitor expenditures of sub-contracts with service providers and ensure appropriate approvals are in place before expenditures are approved.
- Provide applicable records for the annual program audit, prepare applicable explanations and additional information as necessary.
- Participate in the exit interviews with the program auditors and the appropriate Health Region or Authority representatives and develop a post audit plan for each Region or Authority.

8. Develop and deliver training on the NIHB program to NWT HSS Regions and Authorities and staff within the Health Services Administration division, in accordance with established departmental procedures and guidelines, in order to ensure staff are proficient in providing eligible benefits.

- Identify training needs by tracking questions presented, compiling program deviations from the compliance reviews conducted and by the DISC audit process.
- Develop training plans, programs and procedures.
- Develop training materials such as manuals, handouts, course materials.
- Evaluate the effectiveness of each training session.
- Revise training material as appropriate.
- Provide follow-up advice and guidance to enable program entitlements are carried out most effectively.

Working Conditions

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

No unusual demands.



KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of health benefit programs.
- Knowledge of health care service delivery structures and health business management.
- Knowledge of Generally Accepted Accounting Principles (GAAP), audit methods and financial management.
- Knowledge of research methodologies including database search techniques and Internet research method.
- Knowledge of and/or the ability to acquire and apply knowledge of GNWT financial processes and procedures, and of third party funding policies and legislation.
- Interpersonal skills to balance the roles of program developer (NWT models), program administrator (set NIHB program policy), and program service delivery implementation.
- Skills and abilities relating to health care systems and structures in order to understand the uniqueness of integrated programming in the NWT.
- Awareness and understanding of the impacts of colonization, institutional and structural racism and biases have had on society, in particular Indigenous people who make up more than half the population.
- Ability to identify education needs of the staff and assist with providing the appropriate training.
- Ability to engage the public in culturally appropriate manner both in writing and orally, to members of other different communities.
- Supervisory skills and the ability to communicate effectively and lead teams.
- Analytical skills and ability to interpret DISC program directives, legislation and policies.
- Presentation/facilitation skills.
- Organizational and time management skills; ability to project manage and meet deadlines.
- Skills related to computer systems and applications including database, spreadsheet and word processing applications, e-mail and Internet.
- Ability to prioritize and problem-solve within limited time frames.
- Ability to work independently in a Senior Management environment
- Ability to react to multiple demands and navigate challenging situations.
- Ability to obtain and review pertinent information and make sound decisions and/or recommendations based on the available information.
- 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 health care management, public or business administration and five (5) years of relevant experience including one (1) year of supervisory or leading a team.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Position Security

- ☐ 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

CERTIFICATION

Title: Manager, Non-Insured Health Benefits

Position Number: 49-10074

Employee Signature	Supervisor Signature
Printed Name	Printed Name
Date <i>I certify that I have read and understand the responsibilities assigned to this position.</i>	Date <i>I certify that this job description is an accurate description of the responsibilities assigned to the position.</i>
Deputy Head/Delegate Signature	Date
<i>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</i>	

The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position.