



IDENTIFICATION

Department		Position Title	
Health and Social Services		Non-Insured Health Benefits Consultant	
Position Number	Community	Division/Region	
49-10598	Inuvik	Health Services Administration/Beaufort Delta	

PURPOSE OF THE POSITION

The Non-Insured Health Benefits Consultant is responsible to provide training to health and social services authorities, agencies, service providers and other stakeholders to ensure entitlements are properly administered and provided within the Non-Insured Health Benefits Contribution Agreement spending limits.

SCOPE

The Department of Health and Social Services (DHSS) is located in Yellowknife with the exception of the Health Services Administration division, which is located in Inuvik. The position is located in this decentralized unit and reports directly to the Manager, Non-Insured Health Benefits (NIHB). The NIHB program encompasses 27,000 eligible recipients in the NWT. Benefits to eligible recipients are primarily provided through the 6 Regions, 2 Authorities and registered service providers in NWT.

The NIHB Consultant provides training to GNWT representatives, eligible clients, health professionals, health regions and authorities, aboriginal organizations and service providers to ensure that key individuals and organizations possess a thorough understanding of the NIHB program and the benefit entitlements. The position regularly monitors invoices of eligible NIHB benefit services from Health and Social Service regions and authorities and service providers and conducts random compliance reviews to ensure that entitlements are properly administered and provided within contribution agreement spending limits. The NIHB Consultant tracks all invoices of eligible benefits and all other applicable program costs on a monthly basis and assists the Manager, NIHB in compiling reports to ensure that potential problems are quickly identified and suitably managed. The NIHB Consultant

provides advice and makes recommendations to the Manager, NIHB on issues related to the delivery of the NIHB Program in NWT.

The incumbent will need to balance the sometimes conflicting roles of compliance monitor, trainer and advisor when working with the health regions and authorities and various service providers. The training, monitoring and reviews performed by this position and the timely and accurate tracking of program costs are key elements in ensuring program compliance by service providers. The NIHB Consultant travels to the regional health authority locations when necessary.

The duties of the position are carried out in accordance with the *Privacy Act*, Non-Insured Health Benefits Privacy Code, *GNWT Health Information Act*, the NIHB Health Funding Contribution Agreement, GNWT Departmental policies, directives, regulations, procedures and guidelines.

RESPONSIBILITIES

1. Provide advice, assistance and training of eligible benefits of the NIHB Program to NWT Health and Social Service Regions and Authorities, service providers and staff within the Health Services Administration division, in order to ensure NIHB entitlements are properly administered and provided by:

- Designs, coordinates, schedules and provides training of eligible NIHB benefits;
- Identifies further training needs by tracking questions presented;
- Compiles program deviations from the random audits conducted, and by the Department of Indigenous Services Canada (DISC) (formerly Health Canada) audit process;
- Provides performance improvement solutions to health regions and authorities, service providers, and administrators of the NIHB program;
- Assesses new business strategies, objectives, and/or requirements and develop recommended processes and policies;
- Makes recommendations for the improvement of program guidelines, training materials, manuals, handouts, course materials, policies etc.; and amends, when appropriate;
- Assists health regions and authorities and service providers to take corrective actions, as required;
- Assists the Manager, NIHB in the development of seminars and workshops;
- Assists the Manager, NIHB in evaluating the effectiveness of each training session;
- Assists the Manager, NIHB in providing follow-up advice and guidance after each training session.

2. The NIHB Consultant communicates NIHB program entitlements to GNWT representatives, eligible clients, health professionals, service providers and aboriginal organizations and promotes a thorough understanding of the program, by:

- Provides interpretation of DISC's directives and policies governing the NIHB program;

- 3. Acts as liaison between the GNWT and service providers, Aboriginal organizations, health professionals and program clients relating to NIHB benefits;**
 - Communicates with the regions and authorities to exchange information and provides procedures for benefits of the client group who are temporarily outside of NWT;
 - Maintains knowledge of current training and development issues;
 - Researches practices, service standards and trends and recommends solutions that can be implemented within the NIHB unit;
 - Follows-up actively with clients to ensure client satisfaction;
 - Addresses inquiries made by the eligible clients, health professionals, services providers and other stakeholders;
 - Distributes current printed material to appropriate program administrators of the NIHB program.
- 4. Provides financial services to the Non-Insured Health Benefits unit in order to ensure an accurate account of all expenditures by:**
 - Provides summarized month-end financial information to the Manager, NIHB;
 - Assists the Manager, NIHB in the preparation of the monthly NIHB claims;
 - Investigates any financial discrepancies and prepares journal vouchers for corrections to be made as required;
 - Submits the monthly variance and quarterly financial reports to the Manager, NIHB for review and approval;
 - Assists the Manager, NIHB in preparing the semi-annual program budget forecast by providing historical data;
 - Assists the Manager, NIHB in gathering pertinent contract documentation and ensures required contract approval has been received by DISC representatives;
 - Assists the Manager, NIHB in tracking and monitoring expenditures of sub-contracts with service providers and ensures appropriate approvals are in place before expenditures are approved;
 - Assists the Manager, NIHB with applicable financial records for the annual program audit and prepares explanations and additional information as necessary.
- 5. The NIHB Consultant will ensure that entitlements are properly administered and provided within contribution agreement spending limits and are in accordance with established departmental procedures and guidelines by:**
 - Reviews accounts payable invoices received from Health and Social Services Regions and Authorities and service providers for accuracy and completeness;
 - Conducts random compliance reviews of accounts payable invoices received from the Health and Social Service Regions and Authorities and service providers;
 - Prepares working papers, spreadsheets and analyses of financial information to support adjustments and information reported in monthly and quarterly reports;
 - Audits payments made by NWT Health Regions and Authorities to services providers and informs appropriate Regional or Authority staff of required corrections, if necessary;
 - Provides a comprehensive interpretation of the Audit Framework to the NWT Health Regions and Authorities.

- The NIHB Consultant analyzes and interprets NIHB program and policy issues in order to ensure there is an adequate funding level for the delivery of the NIHB Program to the residents of the NWT by:
- Consults with the Manager, NIHB on program perspectives of current issues and priorities;
- Analyzes historical trends and current and future issues that impact the Department's ability to deliver effective, efficient and economic NIHB services to eligible clients of the NWT;
- Assists the Manager, NIHB in the development of procedures and policies to adapt to applicable external changes;
- Notifies and provides training to the program administrators on changes to NIHB program entitlements;
- Consults with departmental staff on specific needs for financial and budgetary information, and develops systems and procedures for staff to use that information

WORKING CONDITIONS

Physical Demands

There is limited physical effort required for the position. There are long periods where the incumbent is required to stay seated and use a computer which can cause back, muscle and eye strain. This is primarily an office position but the incumbent will be expected to travel as required for the delivery of training on the NIHB program.

Environmental Conditions

Incumbent is provided with a cubicle in a busy office environment. The physical environment is considered pleasant; however, the environment can be noisy and distracting and can result in increased stress levels

Sensory Demands

The incumbent may experience some auditory strain due to background noise surrounding their cubicle.

Mental Demands

Under normal working conditions the mental stress is not excessive even though the incumbent must deal with many different people. However, the incumbent is often faced with tight deadlines and urgent situations, which significantly increase the stress level of the position. The demands of presenting formal and informal training sessions may provide some mental stress.

A general frame of reference and functional objectives cover the work. Identified problems require the collection and analysis of data. There is a need to consult with the supervisor and coordinate plans concerning long range objectives and/or unusual situations and politically

sensitive matters. There are variable situations requiring analytical, interpretive, evaluative and/or constructive solutions.

KNOWLEDGE, SKILLS AND ABILITIES

- Extensive knowledge of the Non-Insured Health Benefits program;
- Specialized knowledge of a variety of legislation and policies including but not limited to:
 - *Canada Health Act, Access to Information and Protection of Privacy Act and Data Release Guidelines, Indian Act, Public Service Act, Financial Administration Act, GNWT Health Information Act, Medical Travel Policy, Traditional Healers Policy;*
- Knowledge of Generally Accepted Accounting Principles, audit methods and financial management;
- Knowledge of and the ability to interpret DISC program directives, legislation and policies;
- Knowledge of government structures and processes;
- Knowledge of computer systems, database, spreadsheet, e-mail, Internet and word-processing software;
- Knowledge of northern cultures and political systems;
- Knowledge of research methodologies including database search techniques and Internet research methods;
- Ability to communicate effectively with a broad range of individuals;
- Ability to present, meet, explain complex issues, policies, procedures, legislation or other information;
- Ability to meet deadlines;
- Strong work ethics which result in the ability to maintain strict confidentiality, and to work in a highly independent manner;
- Ability to react to multiple demands and handle stressful situations;
- Ability to speak an aboriginal language is preferred;
- Ability to communicate with clear, accurate speech and writing;
- Ability to obtain and review pertinent information and make sound decisions and /or recommendations based on the available information;
- Ability to develop training material;
- Ability to research, analyze and evaluate training programs;
- Ability to provide training sessions, etc.

Typically, the above qualifications would be attained by:

The knowledge, skills and abilities required for this position would be generally acquired through completion of a degree in Business Administration, Management Studies or Health Administration and two years of related work experience OR completion of a 2 year diploma in Business Administration, Management Studies or Health Administration with work experience in a health benefit program area, 2 years of accounts payable processing experience and 2 years' experience in delivering training or workshops.

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