



## IDENTIFICATION

Department	Position Title	
Health and Social Services	Manager, Information Management	
Position Number	Community	Division/Region
49-10742	Yellowknife	Information Services / HQ

## PURPOSE OF THE POSITION

The Manager of Information Management is responsible for leading the information management (IM) team to ensure the effective collection, storage, security, and usage of health data and information across the Northwest Territories Health and Social Services (HSS) system, which includes all Health and Social Services Authorities, and the Department of Health and Social Services. This role involves leading IM strategic planning, policy formulation, compliance with legislation and policies and overseeing data quality, integration, and analytics to support informed decision-making and operational efficiency, enabling the delivery of improved client care.

## SCOPE

The Manager, Information Management (Manager) is located in Yellowknife and reports to the Chief Information Officer (CIO) in the Department of Health and Social Services (DHSS). The Manager provides direct support and expert counsel to the CIO and leadership, as well as subject matter expertise, advocacy, and facilitation to the many contributors to the health system's information management strategies, policies, and operations.

The Manager collaborates with many program contributors to develop and communicate information management vision, goals and controls across the entire HSS system. The position develops and contributes to corporate approaches and leads the expansion and further adoption of health information management standards, practices, and methodologies.

The Manager leads the implementation and evolution of the Information Management Framework and Data Management Strategy. These activities include providing leadership to implement and evolve the information management framework activities, such as developing data governance structures, establishing data quality standards, identifying, and developing risk management strategies, defining performance measurement and improvement



indicators, and fostering a culture of data sharing, collaboration, and engagement across the health system. The IM Manager oversees the delivery of operational processes such as assessing and evaluating data quality, developing a data library, monitoring data quality, data analytics, change management, audits, and assessments.

The Manager leads a core team of Senior Information Management (IM) Analyst positions and will occasionally be required to supervise term positions to support specific information management initiatives. The Manager may also provide leadership and guidance to consultants and vendors who have been contracted to support information management initiatives. The Manager will typically liaise with senior management regarding program accountabilities, health and social services management, and staff.

The Manager leads internal information management and participates in internal and external teams, committees, programs and projects, providing subject matter guidance and expertise. The Manager represents the Department on federal/provincial/territorial (FPT) groups, including the Canadian Institute for Health Information. The Manager develops and enhances relationships with sector partners and contributors to address specific sectoral issues and ensure a high level of understanding and acceptance of health information management and planning initiatives.

As the HSS information needs become more complex and distributed the potential risk of inadvertent data silos, errors and negative impacts on patient health and safety increases. The Manager is committed to continual improvement and reduction of business risks by creating and promoting frameworks and other best practices, including Governance structures, standards, policies, processes, change management, risk management, contributor engagement, training, audit and assessment, and compliance with applicable regulations, policies, and safe work practices.

This position impacts the lives of residents and clients of the Northwest Territories (NWT) as practitioners use the data and information to make and direct clinical decisions, and information from these services is used to make complex direction-setting business, program and service delivery decisions. The Manager identifies, ensures the design and development, articulates, promotes, monitors and improves HSS data and information management. The central objective of this role is to ensure that the information disciplines are performing and meeting the data needs of the health system. The Manager understands the collection points, business drivers and needs regarding data and information.

A significant portion of the job is to provide expert advice on current and future information needs and input to departmental and system-wide strategic planning to ensure information requirements are being met most effectively and efficiently. This includes providing timely information for operational and clinical areas and strategic decision-making, such as new electronic Health and Social Services initiatives and priority setting across HSS, for



development and incorporating health information management, standards, practices, and methodologies.

The Manager provides expert policy and information management planning services to management and staff across the HSS sector, HSS system project teams and the HSS Chief Information Officer to remove obstacles to developing and advancing health information management planning. With program areas responsible for day-to-day information management operations, the Manager interacts with contributors across HSS, serving as a trusted and knowledgeable resource and providing expertise and guidance on matters concerning managing health information and data. The Manager has ongoing contact with contributors across HSS, Government of the Northwest Territories (GNWT), and pan-Canadian groups related to HSS information to discuss and create policy and regulatory solutions for health information/data issues and to plan and strategize the long-term agenda for the overall management of the health information-based resources.

One significant challenge faced by governments is that mainstream organizations, like health and social services, cannot be separated from the legacy of colonialism and anti-Indigenous racism in Canada. In health and social services settings, present-day anti-Indigenous racism or systemic racism impacts access to services, quality of care and health outcomes for Indigenous peoples. This also results in a system that inherently privileges the ideas, needs and norms of the dominant white settler population, including the privileging of Western knowledge over Indigenous approaches and ways of knowing.

The HSS system is committed to addressing anti-Indigenous racism and promoting cultural safety and anti-racism. DHSS staff are expected to honour and promote a culturally safe and anti-racist environment at all times and to interact with clients, families, community members, partners and colleagues in a relationship-based approach. This involves being tactful, respectful, self-aware, and humble in developing and maintaining ongoing and trusting relationships.

As this field continually changes, the incumbent is expected to stay abreast of information and data management advancements. This may be done through professional development and regular reading. Membership in the Canadian Health Information Management Association is desirable, as is the Canadian Healthcare Information and Management Systems Society or the Canadian Information Processing Society.

## **RESPONSIBILITIES**

- 1. Manages the implementation and advances the maturity of the Information Management Framework, ensuring the adoption of information management best practices.**



- Establishes information management goals and processes and leads the process of organizational change.
  - Ensures the identification, analysis, and evaluation of processes to support the confidentiality, integrity, and availability of information resources.
  - Ensures the identification, analysis, and evaluation of processes, methods, tools, and technologies for managing information resources.
  - Ensures development, adoption, and adherence to standards and appropriate documentation to meet HSS and GNWT auditing, reporting, and compliance requirements.
  - Provides leadership for a data lifecycle service, including information master model management, and provides leadership and support for data governance and quality improvement programs to ensure the integrity and consistency of data.
  - Provides leadership for developing a data lifecycle library service, including a comprehensive inventory of data assets, data documentation, information master model management, and data refresh schedule.
  - Supports information management-related innovation initiatives and works closely with departmental divisions to proactively address information needs across HSS.
  - Provides advice on complex questions and consults with users as to the best approach for data extraction methodology.
  - Oversees the creation of innovative complex solutions to consolidate, standardize and upgrade the HSS information management infrastructure.
- 2. Leads the operationalization of HSS' strategic vision to create future-oriented policy options for the management and governance of the information management and data of the HSS system.**
- Assesses and develops innovative data policies and overall data analysis and reporting strategies, including ongoing improvement of core data and implementation of tools to leverage HSS' data assets.
  - Identifies and recommends best practice standards in health information management and creates policies and processes to implement the standards within the territorial HSS System.
  - Manages the research, development, implementation and evaluation of policy and regulatory options and standards for HSS Information Management strategies, architecture, programs and projects in the NWT.
  - Leads data policy development related to enterprise-wide electronic HSS systems operations and support models.
  - Researches and promotes the adoption of data standards in collaboration with other Canadian jurisdictions and national bodies, such as the Canadian Institute for Health Information (CIHI), Canada Health Infoway, Health Canada, etc.
  - Promotes problem management by uniformly creating awareness of benefits from accurate and consistent data collection.



- Leads the development of policy-related submissions, position papers, briefing materials, presentations, reports and communications.
- Monitors to ensure information management policies are adhered to across HSS.
- Provides direction to HSSAs and DHSS on standards and software updates to ensure the integrity and integration of data produced or used at local sites.
- Represents DHSS by leading and/or participating in HSS Information Management policy groups and forums, task forces, advisory and working groups within and external to HSS.
- Represents DHSS on FPT (federal/provincial/territorial) advisory, policy and governance forums.

**3. Provides senior-level strategic and policy advice to the CIO and Senior Management to support the development of the HSS digital strategic plan and priorities and strategies for the business plan.**

- Provides expert advice to Senior Management, digital governance and leadership committees on long- and short-term information management requirements and risks.
- Works with partners to identify data needs, promote the creation of standards that are consistent with the HSS System vision, and structure Information Management components of new systems to support and streamline those needs.
- Forecasts the anticipated significant increase in data management needs and future forced growth requirements in health and social services information management and develops solution options to meet the challenge.
- Provides expert advice and guidance to leadership within the Department on how to leverage and increase the capacity of the Department's information assets.
- Introduces, integrates, and evaluates new information management and informatics solutions into the organization.
- Shares information management considerations within financial, hardware, software and human resource requirements for implementing information management initiatives.
- Provides information management expertise in system selection, development, use and support.

**4. Oversees compliance with and reporting on standards, procedures, and methodologies to ensure that the information management systems meet the required legislative and operational requirements.**

- Ensures establishment of standards and provides oversight on the analysis of audit trails, system logs, and other monitoring data sources to ensure compliance with legislation, policies and standards.
- Ensures an Information Management Framework enables the development, implementation and regular production of dashboard reports, HSS System scorecards and other forms of executive reports by a wide range of users across HSS.



- Advises on and monitors the introduction or modifications to local and territorial digital HSS systems to ensure appropriate testing of data use and transfer before updates are finalized.

**5. Manages identifying, analyzing, and evaluating risks to mitigate risks associated with information resources.**

- Provides the CIO with a realistic overview of the risks and threats in the HSS environment.
- Provides advice and input to the CIO on perceived risks and opportunities around existing and proposed strategies and policies for information management.
- Provides direction, guidance, and leadership to territorial health records staff across HSS to ensure the integrity of HSS systems' data.
- Oversees the implementation of information policies, standards, risk assessment and awareness building.
- Oversees the compilation of an inventory of HSS' information management documents (policies, procedures, standards and guidelines) related to information management.
- Collaborates with DHSS Privacy Office to integrate privacy awareness programs, where appropriate.
- Produces management and procurement level outlines of requirement specifications for reporting and data extraction tools.
- Collaborates with the GNWT Office of the CIO Information Security unit to integrate GNWT system-wide security awareness, where appropriate.

**6. Manages the unit, including human resources recruitment, supervision and work planning, budget and financial management to ensure optimal unit operation.**

- Recruits and orients employees, schedules work, monitors work in progress, provides training and development for staff, conducts regular performance evaluations and takes disciplinary action when required.
- Encourages pro-active development of skills and capabilities and provides mentoring to support professional development.
- Manages the unit's financial resources through budget planning, monitoring, reporting, and control to ensure the best value for the unit's expenditures.
- Develops and implements annual work plans that establish the unit's short- and long-term objectives.
- Establishes information management goals and processes and leads the process of organizational change, promotes IM strategies and policies, and reviews and assesses the impact of IM strategies and policies, enhancing and revising them as needed.
- Advocates and facilitates IM strategies and policies and proactively works to ensure effective relationships within the team and with those with whom the team interacts.



## **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 system legislation, policies and standards.
- Knowledge of effective health information management and analysis solutions, standards and best practices.
- Knowledge of electronic records management policies and standards.
- Knowledge of methodologies and practices to ensure consistency and compliance in a diverse and complex information management system.
- Knowledge of quality assurance, budgetary forecasting and risk management.
- Interpersonal skills to effectively communicate verbally and in writing.
- Leadership skills to drive projects forward, effect change, and encourage others.
- Leadership skills with initiative and professional judgment, and the ability to promote staff collaboration, including the ability to build and motivate teams.
- Organizational, time management, and project management skills and the ability to lead large and complex information management projects from development to implementation.
- Client service skills, including the ability to exercise tact and diplomacy.
- Ability to effectively write and review complex documents, including briefing notes and Ministerial responses.
- Ability to effectively plan and implement information management initiatives and actions that achieve future goals.
- Ability to develop a framework including policies and procedures and monitor for compliance with policies and procedures.
- Ability to make broad systems recommendations, including monitoring, validating, adjusting, or applying standards to the information management system.
- Ability to deliver clear, effective presentations.



- Ability to lead information gathering and reporting and consolidating data into relevant information for presentation to various audiences.
- 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 Information Management, Health Informatics, Health Information Science or a related discipline and five (5) years of recent experience in Health Information Management, including one year of supervisory experience 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