



IDENTIFICATION

Department	Position Title	
Health and Social Services	Director, Territorial Health Services	
Position Number	Community	Division/Region
49-10800	Yellowknife	Territorial Health Services/HQ

PURPOSE OF THE POSITION

Reporting to the Assistant Deputy Minister of Health Programs, the Director, Territorial Health Services is accountable for providing senior strategic leadership guidance, planning, development, compliance monitoring, and performance evaluation of all community, primary and acute health care, in collaboration with the Northwest Territories Health and Social Service Authority (NTHSSA), Hay River Health and Social Services (HRHSSA) and the Tlicho Community Services Agency (TCSA) and non-government agencies (NGO).

The Director is also responsible for adherence to the *Hospital Insurance Health and Social Services Administration Act* (HIHSSA); *the Mental Health Act*; *the Pharmacy Act*; *the Midwifery Act*; *the Nursing Professions Act* and *the Coroner's Act*.

SCOPE

The Department of Health and Social Services is a Department in the GNWT with a budget of over \$344 million. With the amalgamation of multiple regional Authorities into the Northwest Territories Health and Social Services Authority delivering programs and services, there has been a change in the role of the Department, moving away from direct program delivery and support, and focusing on ministry-level functions. The changes on a territorial level coincide with a national picture of social policy and health system reform. In this context the Director will be adaptable, working effectively in a rapidly changing environment and under time pressures.

As a key leader in the implementation of system-wide reform, the Director works in an environment of collaborative problem solving. The Director Territorial Health Services has primary accountability for the development of NWT-wide policy, standards, reporting



requirements, and frameworks for Health, that will guide operational policies, strategies, and detailed program plans for the NTHSSA, TCSA, and HRHSSA.

As a member of the Department of Health and Social Services senior management team, this role is accountable to provide strategic and operational advice to the Directorate and to provide collaborative leadership support and guidance to the NTHSSA, TCSA and HRHSSA. The Director is responsible for maintaining positive working relationships with Indigenous and community governments, NGO's, and colleagues in Authorities.

The Director participates in the development of policy, legislation and HSS System business plans and is responsible for ensuring the NTHSSA, HRHSSA, and TCSA adhere to all applicable health care standards, policies, and regulations within the scope of Territorial Health Services. Adherence will be achieved through developing policy, standards and reporting requirements for the integrated health delivery system and through monitoring, auditing, and ensuring compliance with legislation and policies related to Territorial Health Services.

In addition, the Director leads staff in fulfilling the strategic objectives assigned to the Territorial Health Services division. The scope of health services in this division includes the full complement of health services at the primary, secondary and tertiary levels and includes but is not limited to: medicine, surgery, maternal/child, midwifery, emergency and critical care, dialysis, lab/DI, pharmacy, rehab, mental health (in-patient and out-patient psychiatry, etc.), primary health care (clinics and health centres), oral health, ophthalmic services, home and community care, continuing care, long term care, and out of territory placement services, and community health.

Territorial strategies, program development activities, and the identification of new program areas would be incubated and led by this division, in collaboration with THSSA, TCSA and HRHSSA leaders so that program design parameters align with operational needs and make a difference to the health and wellness of people across the NWT. These include new strategic initiatives that are intended to be transformational to the health system and result in increased wellness and access for residents and ensure sustainability and accountability in the system.

Annual performance objectives for this position are set in support of directions established by the Legislative Assembly, Cabinet priorities, Ministerial initiatives and the Department's strategic and business plans.

This position carries out its responsibilities in accordance with GNWT Acts, regulation, policies, and departmental procedures that include the *Health Information Act*; the *Public Service Act*, Public Service Regulations, Human Resource Manual, Staffing Appeals Regulations



and various other government policies. As well, the incumbent must work within the terms of any agreements reached with unions. This position carries out its responsibilities in accordance with the Public Service Citizen-Centered Approach to provision of services, including using Citizen-Centered Service Improvement Tools and Techniques to continuously enhance service delivery.

The Director performs the role of the Chief Nursing Officer (CNO) role which helps to advance a nursing agenda that will benefit both nurses and patients by providing strategic advice on health, public policy issues and programs from a nursing perspective, and by working collaboratively with stakeholders to optimize the role of nursing in the NWT.

Reporting directly to the Director, Territorial Health Services are four (4) positions:

Manager, Primary Community and Acute Services (6 positions)

This position establishes territory-wide policies, program standards, parameters and reporting requirements for primary and acute care, that guide GNWT Health and Social Services Authorities/Agencies, and that ensure compliance with common territory-wide policies. This position provides leadership and coordination in the development of territorial health services policy in an integrated health system. It is accountable for the collaborative development of primary and acute care strategy and for the monitoring and evaluation of strategy implementation by the GNWT Health and Social Services Authorities/ Agencies, to deliver on the objectives of the Department of Health and Social Services strategic plan.

Manager of Oral Health Initiatives (3 positions)

The position leads and directs all aspects of the development and implementation of the territorial oral health strategic action plan, aimed at reducing the rates of oral disease in the territory. This position is responsible for providing leadership and strategic advice based on evidence, research and oral public health best practices on a wide range of oral health policy and program-specific issues. This position establishes territory-wide oral health program standards and guidelines for primary oral health care services and for program administration, monitoring and evaluation, and training and education for oral health care providers employed by the GNWT Health and Social Services Authorities/Agencies.

Health Emergency Planner

The Health Emergency Planner is responsible for planning, preparing, implementing, monitoring and evaluating Emergency Management and Pandemic Contingency plans for the Department of Health and Social Services. The incumbent is also responsible for preparing, implementing, monitoring and evaluating clinical standards for ground ambulance, first responder and highway rescue services in the NWT. The incumbent conducts research, analyses and provides recommendations on issues related to the delivery of the above



services in the NWT. The analyses and recommendations will directly impact the health and social services system and the delivery and access of emergency services throughout NWT.

Administrative Assistant

DIMENSIONS

- Reporting Positions (4 direct, 7 indirect)
- Compensation and Benefits (\$1.2 million)
- Operations and Maintenance (\$1.5 million - includes Canadian Blood Services Contract)
- Grants and Contributions (\$1.1 million Oral Health)

RESPONSIBILITIES

- 1. Uphold and consistently practice personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace. Practice and ensure that any subordinate management and supervisory roles also prioritize staff mentorship and on-the-job training, including staff development in annual general objectives.**
- 2. The Director is accountable to provide the ongoing development and updating of territorial strategic direction, territorial standards, frameworks, strategies that support program delivery at the regional and community level. Under the incumbent's direction, staff in the Territorial Health Services Division work directly with appropriate staff of the NTHSSA, HRHSSA and TCSCA to ensure effective delivery of programs and services.**
 - Participates in territory-wide planning, in collaboration the NTHSSA, TCSCA, HRHSSA
 - Provides expert advice and other resources to assist senior leaders in GNWT Health and Social Services Authorities/Agencies in the delivery of health programs and services throughout the territory. This includes recommendation of national or standardized tools and resources to support service delivery.
 - Seeks input from a variety of sources and solicits professional advice relating to all aspects of health care services, ensuring that evidence and best practice considerations have been incorporated into program and service expectations established.



- 3. The Director is responsible for developing territorial standards, policies and programs for NWT Health Services. This includes defining mandate and parameters of programs so that NTHSSA, TCSA, and HRHSSA can define more specific clinical standards and detailed program plans and operational priorities that meet departmental requirements.**
 - Leads interdepartmental and multi-stakeholder consultation to fully inform development of standards, policies, programs and initiatives.
 - Solicits professional advice related to division activities through the coordination and integration of input from various advisory committees and by sustaining formal linkages with professional associations and other key stakeholders.
- 4. The Director is responsible for monitoring compliance with Territorial standards and policies, and provides forecasts and assessments outlining current and/or potential future changes to health services and make recommendations to Departmental Senior Management.**
 - Determines indicators, metrics, and reporting requirements for quality and outcomes of health services collaboratively with leaders in GNWT Health and Social Services Authorities/Agencies. Leads the auditing, monitoring, and evaluation of health services provided by the NTHSSA, TCSA, and HRHSSA against those measures.
 - Establishes reporting requirements for the programs and services being delivered and assists them with reporting responsibilities, to ensure that appropriate monitoring.
 - Identifies non-compliance with program standards and expectations, or when results/outcomes are not as expected, and works in collaboration with Department and Authority leaders to resolve issues.
- 5. The Director is responsible for providing support and advice to the NTHSSA, HRHSSA and TCSA to assist them in developing their capacity to deliver core services and implement collaboratively, by working closely with senior leaders.**
- 6. Participates as a member of the Senior Leadership Team, in the development of overall HSS strategic planning, particularly with respect to territorial health services and their integration into wider delivery of health and social services in the NWT.**
 - Represents the department and/or government on federal/provincial/ territorial committees.



- 7. Oversees health emergency planning to ensure that plans, processes and standards are developed and implemented across the NWT. This includes Emergency Management and Pandemic Contingency Planning in collaboration with DHSS, NTHSSA, HRHSSA and TCSA stakeholder.**
- 8. The Director is responsible for providing advice, recommendations and support to the Minister, Deputy Minister, Assistant Deputy Minister, NTHSSA Chief Executive Officer, as well as other NTHSSA Directors and stakeholders as required**
 - Prepare briefing notes, updates and information items.
 - Prepare correspondence for the signature of the Minister, the Deputy Minister and the Assistant Deputy Minister.
 - Participate in the preparation, maintenance and updating of work plans, the business plan, discussion papers, position papers and strategies for the achievement of strategic objectives. Direct divisional responses to requests for information and input to interdivisional, inter-departmental and inter-governmental projects and activities.
- 9. Functions as the Chief Nursing Officer to ensure effective connection with the nursing profession, represent the Department of Health and Social Services at FPT, interdepartmental and intersectoral tables focused on nursing, and to provide strategic advice to Department leadership and the Minister of Health and Social Services as it pertains to the nursing profession.**
- 10. The Director is part of the Medical Assistance in Dying (MAID) Review Committee.**
 - Review copies of required MAID forms in a timely manner to ensure they are completed in accordance with the Interim Guidelines and Criminal Code.
 - Maintain Medical Assistance in Dying records for the NWT.
 - Fulfill mandatory reporting requirements as stated in federal or territorial legislation and any other pan-Canadian reporting requirements, including the reporting requirements required under the Criminal Code.
- 11. The Director is responsible for managing the Division's financial and human resources.**
 - Establishes conditions that support a healthy workplace, optimal performance and development of staff through performance management, human resource planning, creation of positive learning environments and planning for change.
 - Preparation of the annual business plan, main and capital estimates, monitoring and forecasting expenditures, quarterly various reporting, year-end activities and



contracting functions.

- Recruitment and staffing. Annual performance planning (Le. succession planning, career counselling to staff and provision of training opportunities to assist staff in achieving career potential).
- Leading, coaching and mentoring a management team to achieve business plan goals and link services and program activities with the Department and the NTHSSA, HRHSSA and the TCSA.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

There will be demands placed upon the incumbent by internal and external stakeholders to develop solutions and achieve results within time and resource constraints.

KNOWLEDGE, SKILLS AND ABILITIES

- Leadership skills in the area of health and social services.
- Skills in senior level health and social services administration.
- Knowledge of the *Health Information Act*, how it applies to carrying out the duties of the position, how it applies to the overall HSS system.
- Knowledge of the health and social services system within the NWT, including publicly available information on the different departmental programs, program delivery models, and the socio-cultural and political environments in the NWT
- Knowledge of health, public health and social services legislation, regulation and policy.
- Knowledge of program planning and evaluation methods in the health and social service sectors.
- Knowledge and understanding of best practices in quality, safety, and client experience in health and social services sectors.
- Knowledge and understanding of quality, safety, and client experience academic literature



and current national trends.

- Knowledge and understanding of the methods for incorporating program and service delivery evidence into practice.
- Management and interpersonal skills in order to lead and guide others to accomplish tasks and meet desired targets.
- Communication, coaching and motivational skills in order to share a clear vision and optimize human resource performance.
- Organizational, time management, analytical, facilitation and presentation skills.
- Ability to analyze, evaluate and interpret a wide range of information and apply it within the unique social, economic and political environments of the NWT.
- Ability to effectively lead and motivate both professional and non-professional staff, including those who have accountabilities to other employers or to professional associations.
- Ability to hold a citizen-centered client service focus.
- Critical thinking skills, with an ability to see the bigger picture.
- Ability to build and maintain good working relationships with colleagues throughout the organization, the health and social services system nationwide and with external partners.
- Ability to be sensitive to geographic and cultural needs of people, understanding how community and culture impact the delivery of health care.
- Ability to operationally utilize (application administrator level) information and communication technologies as they relate to provision of services.
- Ability to appreciate the complex interplay of political, economic and social forces at work in the NWT.
- 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:

The completion of a degree in Nursing, with 8 years of experience in provision of clinical services, including 3 years management of staff and financial resources.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Must be registered or be eligible for registration with the College and Association of Nurses in the Northwest Territories and Nunavut (CANNN).

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