



IDENTIFICATION

Department	Position Title	
Health & Social Services	Health Care Services Manager	
Position Number	Community	Division/Region
49-11160	Inuvik	Health Services Administration

PURPOSE OF THE POSITION

The Health Care Services Manager is responsible for ensuring the registration of territorial health care coverage for the residents of the Northwest Territories, including the appropriate registration and administration of the Supplementary Health Benefit Programs, and including the timely and accurate registration and payment of Medicare and Territorial Health Insurance claims.

The position operates in accordance with Federal and Territorial *Acts*, Regulations, and policies, including the Eligibility and Portability Agreement, to ensure residents are appropriately registered and that clients receive entitled services. The Manager, Health Care Eligibility and Insurance Programs contributes to the development and maintenance of policies and procedures and manages the provision of unit financial and human resources to meet the operational requirements of the unit.

SCOPE

Located in Inuvik, the Health Care Services Manager (Manager) reports to the Director, Health Services Administration. The Health Services Administration office is the sole provider of Health Services administration services for the NWT. The Manager will oversee approximately 15,000 health care applications processed annually. This position is also responsible to ensure financial compliance with regulations flowing from the *Financial Administration Act*, the *Medical Care Act*, *Territorial Health Information System (THIS) Act*, Hospital and Medical Reciprocal Billing Agreements, Provincial/Territorial Physician Fee Schedule, Interprovincial Health Insurance Agreements Coordinating Committee to ensure accurate payments for Insured services and Supplementary Health Benefits.

The position exercises a financial spending authority of \$100,000, payment authority of \$100,000 and monitors expenditures of approximately \$65 million as assigned. The Manager will oversee approximately 1,400 prior approvals annually. The position is required to randomly select samples for review by the Director to audit for data accuracy, and completeness on an ongoing basis.

The Manager must also maintain an intimate working knowledge of the Health Management Information System (HMIS), a computerized system which captures all health service encounters. Frequent technical questions, regarding the HMIS data, are directed to the position to ensure that the appropriate information is retrieved for budgeting, planning and analysis for other divisions within the Department of Health and Social Services.

RESPONSIBILITIES

1. Supports the Director in financial planning, to ensure optimal funding of current and future resource requirements of the division, including the development and analysis required for all operational plans and budget submissions.

- Prepares and reviews monthly budget projections and quarterly variance reports.
- Establishes and maintains divisional financial monitoring and reporting procedures to meet headquarters requirements and to facilitate the effective administration and control of expenditures.
- Reviews and monitors financial documents processed in the division to ensure that all invoices/payments are made within outlined legislation, directives, policies and procedures, the required documentation has been submitted, and that expenditure has the appropriate coding and spending authority, following up as required to discuss and resolve discrepancies.
- Serves as signing authority for accounts payable vouchers, journal vouchers, purchase orders, and the issuance of invoices

2. Manages the administration of programs and services including: Insured Services, and NWT Health Care Plan Registration, and Supplementary Health Benefit programs to ensure that appropriate services are supplied to eligible residents in a timely manner.

- Oversees the contract for the Extended Health Benefits and Metis Health Benefits programs currently being administered by Alberta Blue Cross
- Develops procedures to maintain accurate registration information for residents and service providers for NWT Health Care coverage and the Health Benefit Programs.
- Develops procedures and controls to assess, process and pay claims in compliance with the acts, regulations, policies and directives governing each health benefit program.
- Develops and implements procedures to ensure inquiries are handled in an appropriate fashion.
- Approves and/or recommends non-routine benefit requests, such as special approvals for insured services,
- Acts as a liaison between the GNWT and any contractors to ensure that the Health Benefit Programs delivery structures are integrated, supported, and maintained.

- 3. In consultation with the Policy Division, participates in the development and implementation of changes to legislation, policies, procedures and guidelines to ensure there is equity and fairness for eligible recipients, and to improve administration of the program.**
 - Monitors pertinent legislation, departmental policies and procedures.
 - Makes recommendations to the Director regarding the Medical Fee Schedule.
 - Monitors, reviews, suggests and implements appropriate changes to contracts related to the delivery of services.
 - In consultation with medical professionals, researches, reviews and makes recommendations to services covered by the Medical Care Regulations and THIS Act.
 - Researches various subject areas as they relate to the management of programs, and present summaries of current business practices from other jurisdictions.
 - Identifies trends and issues in the utilization of health benefits and makes recommendations to improve the delivery of service.
- 4. Participates in preparing papers, briefing notes, and presentations on policy or program issues to ensure the effective communication of divisional operations and proposals.**
 - Develop briefing notes and departmental responses as required and/or requested.
 - Review requests for information and make recommendations to the Director.
 - Recommends amendments to policies and procedures on own initiatives or as requested by the Director, program managers, or headquarters.
- 5. In consultation with Information Systems Support and Development, identifies need for new and/or improved health data collection to improve the quality of data collection, program administration, and accuracy of payments based on the system.**
 - Review, develop and implement changes to existing and/or new software.
 - Monitor the performance of the payment and information system to identify problems.
 - Participate in the need's assessments for the development of new software programs.
- 6. Serves as a point of contact for the general public, physicians, hospitals, and health board officers, pharmacists, other sections of the Department, other departments, other health care plans throughout Canada, the Canadian Committee on Reciprocal Billing and federal government officers, to ensure that program information is provided accurately and expediently and in accordance with the *Access to Information and Protection of Privacy Act* and the *Data Release Guidelines*.**
 - Provides information on the various health benefits programs.
 - Responds to concerns/complaints
 - Provides advice and interpretation to the staff, physicians, etc., regarding regulations and legislation
 - Participate on the Eligibility & Portability Agreement committee and any other committees as needed
 - Work with regional central agencies on behalf of the division
 - Ensure information materials for the public and/or interjurisdictional use are up to date

7. Responsible for providing management leadership to the unit staff.

- Oversees annual and monthly work planning, communicating short, medium, and long-term goals and objectives to unit staff, and assigning work.
- Develops and motivates staff, including team-building and active performance management.
- Provides technical direction and advice and ensures appropriate staff training is identified and implemented.
- Participates in staffing processes; ensures applicable onboarding orientations and offboarding procedures are followed
- Performs leave approvals and completes regular performance appraisals in the Human Resource Information System (PeopleSoft).
- Adheres to GNWT Human Resource policies and procedures.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

The position is required to travel approximately twice a year, for approximately 2 to 4 days per trip. The position encounters recurring deadlines.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of Generally Accepted Accounting Principles.
- Working knowledge of Government of the Northwest Territories financial directives and procedures related to both expenditures and collection of revenues
- Ability to read and understand complex directives, standards and legislation, and provide sound advice to staff
- Interpersonal and team building skills
- Communication, customer service, public relations skills
- Strong prioritizing, time management and organizational skills
- Ability to react to multiple demands within set time frames
- Research, analysis and problem-solving skills
- Computer skills to operate a variety of software programs (word processing, spreadsheets, databases, electronic mail, Internet) including financial and accounting systems
- Ability to work independently

- Ability to maintain strict confidentiality
- Ability to review pertinent information and make rational decisions and/or recommendations based on available information

Typically, the above qualifications would be attained by:

Completion of a degree in Management, Health Administration, Commerce or Business, with four years of related work experience; OR a related diploma and six years related work experience. Work experience must include two years supervisory experience, and financial accounting experience in a health care setting.

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: Indigenous Language - Not Specified

- ☐ Required
- ☒ Preferred