



IDENTIFICATION

Department	Position Title	
Health and Social Services	Health Planner, Continuing Care	
Position Number	Community	Division/Region
49-11429	Yellowknife	Seniors and Continuing Care/HQ

PURPOSE OF THE POSITION

The Health Planner, Continuing Care is responsible for planning, establishing, monitoring, evaluating and overseeing the implementation Continuing Care Services to residents of the Northwest Territories to ensure effective quality service delivery. This position plays a key role in engaging stakeholders in the integration of Continuing Care Services across the Northwest Territories (NWT). In addition, the incumbent conducts research, analyses and provides recommendations on issues related to the delivery of continuing care services with a focus on community inclusion and integration of persons with disabilities. The analyses and recommendations will directly impact the health and social services system and the delivery and access of continuing care services throughout the NWT.

SCOPE

Located in Yellowknife, and reporting to the Manager, Services for Persons with Disabilities, the Health Planner, Continuing Care provides expert advice and makes recommendations to the Deputy Minister and the Minister of Health and Social Services on matters related to the design, delivery and utilization of Continuing Care programs, services and facilities including home care, independent living and supported living; and long term care services. The Health Planner provides continuing care services subject matter expertise. Using sound planning, monitoring and evaluation techniques, the incumbent ensures that Continuing Care programs, services and facilities are designed and delivered effectively, efficiently and meet the needs of NWT residents. This includes conducting research on best practice evidence approaches, trends and innovative solutions for planning and providing health and social services for seniors and persons with disabilities.

Working closely with the Northwest Territories Health and Social Services Authority (NTHSSA), Hay River Health and Social Services Authority, (HRHSSA) and the Tẖchq

Community Services Agency (TCSA), the Health Planner, Continuing Care is accountable for the planning, monitoring, implementation and/or refinement of a continuum of services that are consistent with the Integrated Services Delivery Model (ISDM) with a focus on community inclusion and integration of persons with disabilities

This position contributes to the overall aims and goals of the Services for Persons with Disabilities Unit, the GNWT Disabilities Action Plan 2018-2022 (Action Plan), the NWT Continuing Care Services Action Plan and departmental mandates for Continuing Care. The incumbent plays a key role in ensuring that quality continuing care and disability services are available to all people of the Northwest Territories.

The incumbent plays a significant role in ensuring the Action Plan achieves its objectives. The Health Planner, Continuing Care is responsible for planning, developing and leading multiple initiatives essential to the success of the Action Plan. This includes initiatives related to supported living services, health transition processes, disability health benefits programs, integrated service delivery, and mental wellness supports for persons with disabilities. These initiatives will ensure that effective supports and programs are in place for persons with disabilities across the territory.

The incumbent also plays a significant role in ensuring the NWT Continuing Care Services Action Plan achieves its objectives. Several of the seven Priority Commitments require input, expertise, development and collaboration on the part of the Health Planner, Continuing Care, including initiatives related to healthy aging, dementia care, best practices for managing responsive behaviors, and supporting persons with physical and cognitive disabilities, to achieve social inclusion, maintain wellbeing and safety.

The position involves working individually and concurrently on multiple projects of varying complexity that involve several or all health and social services authorities. The incumbent completes many of their tasks by leading teams and consulting with stakeholders and subject matter experts to achieve identified priorities. Using a project management approach, the Health Planner- Continuing Care leads and coordinates project teams to develop short and long-term plans for identified projects, and coordinates and/or reviews activities and tasks assigned to the members. The incumbent is guided by strategic and operational objectives of the Department and the Seniors' and Continuing Care Services Division; and has broad latitude in the management and conduct of the projects he/she undertakes. Supervision is provided at milestones.

The position requires extensive consultation, collaboration and partnering with NTHSSA, HRHSSA, the TCSA, other government departments; and Non-Government Organizations (NGOs) who deliver services on behalf of the GNWT. The incumbent is responsible for developing a positive working relationship with these stakeholders in order to assess and deliver the type and level of support required to ensure the delivery of effective continuing care services. These partnerships are critical for improving continuing care service delivery and information sharing.

To ensure that continuing care services remain responsive to changing health practice and the health needs of NWT residents, the incumbent develops short and long-term plans and implements standards and monitoring criteria regarding the administration of continuing care programs and services across the health regions, via work with the Authorities (NTHSSA, HRSSA, and TCSA). The application of standards and monitoring mechanisms are critical to ensure that the programs are operating per national and jurisdictional standards and best practices. The compliance mechanisms are supported through legislation, accreditation processes, audits, surveys and through agreements with the NWT Authorities.

The incumbent is responsible for ensuring the monitoring, evaluating and auditing of the Standards related to home and community care; supported living facilities, which includes independent housing, group homes and assisted living facilities; and long term care programs. The application of standards and monitoring mechanisms are critical to ensure that the programs are operating according to national and territorial standards and best practices. The compliance mechanisms are supported through legislation, accreditation processes, audits, surveys and through agreements with the NTHSSA, HRHSSA, and TSQA.

This position also leads the development of performance measurements to ensure that Department, the Authorities and contracted services are focused on results that meet the health and well-being needs of residents in the NWT.

RESPONSIBILITIES

1. Provide expert advice on program requirements regarding continuing care services, and in particular, supported living services and services for seniors and persons with disabilities.

- Provides expert advice for the consideration of the Deputy Minister and the Minister of Health and Social Services on the design and delivery of continuing care programs, services and facilities.
- Researches, reviews, and recommends new or improved legislation, regulations, standards, policies and guidelines for novel or improved programs and services.
- Develops a positive working relationship with the Authorities (NTHSSA, HRHSSA, TCSA), NGO's, DHSS, and other stakeholders across the regions to assess and ensure the level of support required for effective delivery of continuing care programs and services.
- Leads and facilitates Authorities and NGOs to meet program requirements and identify strategic direction for continuing care services in line with Departmental direction
- Makes recommendations on the resources, both human and fiscal, that will effectively and efficiently meet the short-term and long-term continuing care needs of territorial residents, including advice and recommendations on the repatriation of clients in southern supported living placements.
- Conducts research and analyses on developments and best practices in continuing care services to inform departmental policy regarding the delivery of continuing care services across the continuum.

- Develops and implements planning frameworks that meets the short-term and long term continuing care needs of territorial residents.
- Recommends standards for service delivery, including (but not limited to) case worker assignment, quality care standards in private and government facilities, etc.
- Oversee the implementation of the program and service standards for persons with disabilities, working collaboratively with stakeholders in the Department, Authorities, and NGOs.

2. Responsible for co-leading the implementation of the Department of Health and Social Services actions established in the GNWT Disability Action Plan (2018-2022)

- Plans, develops, manages, and coordinates multiple initiatives essential to the success of the Action Plan. This includes initiatives related to improving supported living services, health transition processes, disability health benefits programs, integrated service delivery, and mental wellness supports for persons with disabilities.
- Gathers and analyzes current data regarding services for persons with disabilities in the NWT.
- Identify gaps and barriers to existing HSS programs and services relating to services for persons with disabilities
- Consults with the Authorities and territorial NGOs regarding priorities and strategies for improving services for persons with disabilities in the NWT.
- Conducts jurisdictional scans of current best practices, innovative solutions and service delivery models for utilized by regions facing similar service delivery challenges (remote, isolated communities).
- Identifies and recommends appropriate service delivery models for services for persons with disabilities in the NWT.
- Participates in the monitoring of the implementation on the Action Plan ensure that the Department carries out the strategic directions for services for persons with disabilities established in the Action Plan.
- Participates in the monitoring, evaluating and reporting of the outcomes of the Action Plan.

3. Works collaboratively with the Authorities and NGOs to ensure that quality services are delivered in an effective and integrated model, while providing optimal outcomes for NWT residents.

- Works with service providers and stakeholders to ensure NWT Continuing Care Standards are understood, identifies training and education needs and facilitates the provision of this training.
- Collaborates with service providers and stakeholders in the development of strategies and plans to address community inclusion and integration of persons with disabilities.
- Facilitates communication between the Authorities and the Department by demonstrating flexibility and ability to collaborate with members of an interdisciplinary team.
- Works collaboratively with the three health and social services authorities and NGOs to monitor continuing care service delivery according to the Standards.

- Provides expertise, leadership and guidance to stakeholders within the Authorities and NGOS regarding the planning and delivery of quality continuing care services and quality improvement initiatives.
- 4. Conducts planning, monitoring, implementation and/or refinement of territorial wide primary health care services and standards to ensure the services meet national quality standards and are delivered in the most effective and efficient manner.**
- Develops monitoring and reporting systems for use by the Authorities, and assists the NTHSSA with proper data collection, monitoring and compliance with reporting.
 - Develops and audits facility/care provider operational standards.
 - Assesses staffing and operational resources to ensure quality care using evaluation tools and benchmarks developed and/or agreed on by the Department.
 - Builds the DHSS's capacity to assess supported living placements and planning for adequate levels of service/supply of placements.
 - Monitor activity levels of continuing care services, including in-facility placement.
 - Regularly assesses and reports on the performance and services delivered by continuing care programs against the identified standards.
 - Conducts comprehensive reviews to compare and analyze territorial practices against evidence based and accepted national and or territorial standards. Identifies areas of deficiencies and supports the resolution of gaps and problems.
- 5. Provide significant input into Continuing Care strategic priorities through the use of research, analysis, and best practice benchmarks, and recommend changes to standards, practices, and system requirements.**
- Works with the other program staff in the Seniors' and Continuing Care Division, and Policy, Legislation and Communication Division to develop legislation and regulations to facilitate efficient, effective continuing care service delivery.
 - Ensures that effective continuing care services are available, in accordance with GNWT policies, legislation and standards as well with the established best practices for continuing care.
 - Conducts analysis of territorial demographic and health/disability trends to ensure appropriate supported living services planning.
 - Researches current best practice in supported living and supported independent living including service delivery models in alignment with our Northern, remote context.
 - Researches, reviews, and recommends new or improved continuing care regulations, standards, policies and guidelines for novel or established programs and services.
 - Evaluate all capital infrastructures to ensure that all existing and new supported community living programs meet program requirements.
 - Prepare costing on future trends for strategic and business planning processes.
 - Provides leadership and coordinates the resources required to assist the health authorities and the GNWT to develop strategic plans which will enhance continuing care services.
 - Consults with Boards and territorial NGOs regarding priorities and strategies for improving continuing care services in the NWT.

- Provides input into departmental planning of technology standards and systems to ensure data collection, telehealth, medical equipment and other technology supports primary health care principles and is appropriate for the competencies of the end user.
 - Presents, to a wide range of audiences, general and technical briefings on topics related to projects and initiatives.
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- 6. Supports the division, directorate and/or the Minister through investigating and/or addressing issues, developing correspondence, writing briefing notes, developing submissions or position papers.**
- 7. In order to maintain clinical competence and expertise, the incumbent may be assigned to short term clinical assignments at health facilities operated by the Health and Social Services Authorities in clinical roles consistent with the incumbent's knowledge, skills and abilities**
- 8. Other duties as assigned.**

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual demands.

Sensory Demands

No unusual demands.

Mental Demands

Competing demands around deadlines can lead to some degree of mental stress.

The incumbent deals with senior staff and staff in various divisions and authorities as well as staff from non- government organizations who may have divergent perspectives and demands.

The scope of the work can involve politically sensitive issues and tight deadlines.

KNOWLEDGE, SKILLS AND ABILITIES

- The Health Planner, Continuing Care Services must have expert knowledge and experience in the areas of continuing care services and services for persons with disabilities including direct service delivery, research, analysis, evaluation, and policy

development. S/he must also have a conceptual understanding of the broad range of health and social services provided in the NWT.

- Experience and expertise in multiple areas including supported living services, health transition processes, disability health benefits programs, integrated service delivery, mental wellness supports for persons with disabilities, social determinants of health, community capacity building and community development, with knowledge in all areas over time. This knowledge should include understanding of theories, principles, best practice, and implementation approaches in these areas.
- Demonstrated leadership skills are required. The incumbent must have the ability to concurrently lead and coordinate multiple and diverse projects. A high level of adaptability, and initiative combined with the commitment and enthusiasm necessary to ensure the health and social services initiatives are fully supported.
- The Health Planner- Continuing Care Services must demonstrate experience and knowledge in the development and implementation of effective disability and continuing care services.
- The incumbent must have strong research, analysis and evaluation skills to conduct reviews comprehensively and to compare and analyze territorial practices against evidence based and accepted national and or territorial standards.
- The incumbent must have superior oral and written communication and presentation skills.
- The incumbent must be able to operate a desktop computer to prepare written documents (word processing), send and/or receive electronic mail, conduct research over the internet, analyze and manipulate spreadsheets and analyze data using databases.
- Knowledge of the health care system and the delivery of continuing care services and services for persons with disabilities.
- Knowledge of DHSS strategic frameworks and action plans in areas of continuing care services, seniors, and persons with disabilities.
- Knowledge of best practices and international, provincial and national trends in health services, especially as it relates to continuing care services.
- Knowledge and understanding of relevant GNWT statutes, standards, policies and guidelines related to the provision of continuing care services and services for persons with disabilities.
- Knowledge of relevant territorial legislation (i.e. *Health Information Act, Guardianship and Trustee Act*) and applicable health and social services legislation.
- Ability to understand and implement Departmental policies and procedures in a government setting.
- Ability to be sensitive to the cultural, social and political conditions of regions and the health and social services environment in the NWT.
- Knowledge of northern culture and the relationship with health and social services programs and program delivery.
- Knowledge of program planning and evaluation methods in the health and social services field.

Typically, the above qualifications would be attained by:

A Bachelor of Science Degree or a Master's degree in a Rehabilitation discipline (Physiotherapy, Occupational Therapy, or Speech Language Pathology) with a minimum of 5 years of related work experience in the direct provision of Health Services in the above rehabilitation fields. This position must maintain a professional license to practice in a Canadian Jurisdiction.

A Master's degree in Social Work or Medical Social Work with a minimum of 5 years of related work experience in the direct provision of Continuing Care or Social Services; or

A Bachelor of Science Degree with specialization in nursing, with advanced education in health administration, health research or policy development; and a minimum of 5 years or related work experience in the continuing care services field. This position must hold a current license to practice as a Registered Nurse in a Canadian jurisdiction and be eligible for licensing as a Registered Nurse in the Northwest Territories.

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