



## IDENTIFICATION

Department	Position Title	
Health and Social Services	Project Manager	
Position Number	Community	Division/Region
49-13350	Yellowknife	Information Services

## **PURPOSE OF THE POSITION**

The Project Manager leads system implementations, enhancements and replacement projects to support the delivery of Health and Social Services programs across the Territory. The Project Manager manages the risk, quality and progress of information systems and technology projects to organizational and patient care standards, including integration within the complex Health and Social Services system architecture. The position ensures projects are completed on time, on budget, to quality standards and within agreed scope.

## **SCOPE**

Located in Yellowknife and reporting to the Manager, Project Management Services, the Project Manager is responsible for the management of large, often complex projects, typically (but not exclusively) involving the development and implementation of information systems and solutions to meet identified business needs, acquiring and utilizing the necessary resources and skills within agreed parameters of cost, timescales, scope and quality. Services are delivered to support program delivery on behalf of the Department, Northwest Territories Health and Social Services Authority (NTHSSA), Tlicho Community Services Agency (TCSA) and Hay River Health and Social Services Authority and can range in costs up to \$10M.

Though specific numbers will fluctuate, there are approximately 100 information systems within the Health and Social Services system, supporting approximately 1,300 health and allied care workers as they provide services in 31 communities. These users depend on the integrity and availability of the application systems, including the business functionality provided by the applications and the data collected and used through them.

Data is gathered and used at the community, territorial, and federal levels in order to support program administration. The data supports decisions for patient care, program delivery, and business planning. The incumbent is responsible for ensuring that projects are properly integrated into this environment.

The position requires a project management professional, ensuring the effective execution of information system development and/or procurement and implementation projects to meet identified business needs. It achieves outcomes through adoption and adaption of the organization's project management methodologies based on the context of the project, and selects appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches.

The position collaborates with colleagues and works with clients, vendors, and program delivery partners. Decisions made by the position may affect, project schedules, and work assigned to vendors. The position consults and collaborates on the analysis of user/client needs and represents this in their work. The position plans, schedules and monitors its own work and the work of project team members (including project staff that are not direct reports) and vendors within limited deadlines and according to relevant legislation, standards and procedures.

The incumbent performs a range of work, often complex and non-routine, in a variety of environments requiring the application of a methodical approach to issue definition to resolution.

The Project Manager is accountable for using individual discretion in identifying and developing responses to complex issues and agreements. It receives general direction and guidance, and has work reviewed at agreed milestones. The position holder uses judgment to determine when issues should be escalated to a higher level.

The Project Manager fully understands the importance of security and privacy in relation to projects and the operation of the organization. The position seeks security and privacy knowledge or advice when required to support its own work and the work of a project team. This position understands that HSS information systems contain and/or may interact with personal or personal health information, and that it is responsible for ensuring that technology implementations protect the security and confidentiality of these records during all phases of a project. This includes ensuring an appropriate sustainability and support model is developed prior to project close and transitioned to the appropriate operational teams.

The Project Manager supports coordination of systems procurement and development for major applications and informatics services. The division supports Project Management standards across the HSS system, and develops plans, analyzes, evaluates and assigns priorities within projects. The position provides requirements oversight for concurrent projects including business analysis and programming, information and data needs.

The position provides seasoned project advice and support to the management levels of HSS as required, in order to maximize the service and support provided to the NWT Health and

Social Services delivery system. The Project Manager is aware of overall project portfolio needs for the division and prioritizes its own portfolio accordingly. While the Project Manager focuses on coordinating individual projects, it is expected to identify and manage integration points with other projects and systems.

## **RESPONSIBILITIES**

### **1. Responsible for the definition, documentation and successful completion of complex projects:**

- Adopts and adapts project management methods and tools, selecting appropriately from plan-driven/predictive approaches or more adaptive (iterative and agile) approaches.
- Ensures that effective project control, change control, risk management and testing processes are maintained
- Ensures adherence to quality standards and review of project deliverables.
- Manages expectations of all project stakeholders.

### **2. Responsible for managing stakeholder engagement:**

- Implements stakeholder engagement/communications plan.
- Deals with challenges and issues, managing resolutions, corrective actions, lessons learned and the collection and dissemination of relevant information.
- Collects and uses feedback from clients and stakeholders to help measure effectiveness of stakeholder management.
- Develops and enhance customer and stakeholder relationships.
- Liaise, consult, negotiate and manage relationships with internal and external staff, contractors, other third parties, etc.
- Supports the overarching goal of improving client and community experiences through culturally safe and relationship-based care.
- Works appropriately across culturally diverse environments, in both project team and client interactions.

### **3. Provides sourcing and contracting support services:**

- Review business cases (requirements, potential benefits and options) and determines appropriate procurement routes, for example, requests for proposals, tenders.
- Using market knowledge to inform specifications, ensures detailed pre-qualification questionnaires and procurement invitations are prepared.
- Collects and collates data to support collaboration and negotiates terms and conditions to reflect the scale of requirements and encourage good performance.
- Develops evaluation criteria and specifications to evaluate procurement responses
- Prepares acceptance documentation and advises on contracts and service level agreements.

### **4. Oversees the management of contracts and 3<sup>rd</sup> party vendors/suppliers:**

- Oversees and measures the fulfillment of contractual obligations.

- Uses key performance indicators (KPIs) to monitor and challenge performance and identify opportunities for continuous improvement.
- Develops strategies to address under-performance and compliance failures, including application of contract terms.
- Identifies where changes are required, evaluates the impact, and advises stakeholders about the implications and consequences for the business and/or the procurement element of programs/projects.
- Negotiates variations and seeks appropriate authorization.
- Actively supports and engages with experts and stakeholders to ensure continuous improvements are identified through review and benchmarking processes.
- Develops and implements change management protocols.

**5. Responsible for the supervision of project teams:**

- Facilitates effective working relationships between team members.
- Allocates project work and tasks to project team.
- Monitors progress against agreed quality and performance criteria
- Coordinates the design and development process for application projects
- Escalates issues as they arise to project or organizational leadership

**6. Responsible for the identification, documentation and reporting of perceived risks within the project, and proposal and implementation of mitigation tactics, recognizing that Health and Social Services Information Systems typically have significant business, political, or high profile impact with high risk dependencies such as patient care:**

- Works with the Chief Health Privacy Officer and Policy, Legislation and Communication unit to ensure compliance with all applicable legislation and regulations
- Proactively embeds privacy throughout the project lifecycle
- Ensures completion of formal Privacy Impact Assessment(s) (PIA)
- Ensures completion of formal Threat Risk Assessment (TRA)
- Presents found risks and mitigation tactics to project leadership
- Manages required mitigation tasks within the project lifecycle

**7. Responsible for managing the scope of work across projects:**

- Determine and control the movement of work from the scope of one project to another project.
- Plan, support and manage group work in area of specialization
- Coordinate high-level investigations of tactics, requirements, etc.
- Ensure informatics service standards are met in business solutions
- Coordinate investigation of means to improve services levels given technology trends
- Prepare and present proposals to leadership.
- Ensure that projects are properly scheduled
- Present and communicate project coordination concepts and solutions
- Define resource requirements and ensure quality informatics services are available, reliable and useable

- Oversee compliance with standards, procedures and methodologies

**8. Responsible to coordinate, oversee, and evaluate the project with respect to determining the impact of information systems on the business and business process reengineering:**

- Provide input to strategic plans and business plans
- Implement strategic business/information systems plans with users/staff
- Recognize business opportunities and threats for the organization
- Provide senior project management expertise, including developing/maintaining supportive service guidelines for project management
- Actively determine and recommend policy and productivity tools
- Promote new corporate informatics opportunities that will benefit the Health and Social Services system

**9. Responsible for financial administration of project budgets:**

- Effectively monitors and maintains financial records and tracking of project budgets and component costs.
- Manages vendor contracts, invoice review and approval, and GNWT billing requirements for effective accounts payable processing
- Monitor and update budget in accordance with Capital Plan and Department requirements
- Draft financial reports for project and executive leadership
- Monitors and controls resources, operations and maintenance costs, and capital costs against the project budget and schedule.

## **WORKING CONDITIONS**

### **Physical Demands**

No unusual demands.

### **Environmental Conditions**

No unusual demands.

### **Sensory Demands**

No unusual demands.

### **Mental Demands**

This position undertakes work on which there are client, provider and public expectations for quality and timely completion of initiatives. The Project Manager will be under pressure to deliver projects leveraging resources which are not under their direct control (including staff from other Departments). Travel to regional and sample sites may be required from time to time. Overtime will occasionally be required to meet critical milestones, fulfill commitments to clients and stakeholders, and reduce impacts to service delivery hours.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Expert knowledge of Project Management practices such as those described in the Project Management Body of Knowledge (PMBOK)
- Working knowledge of Business Analysis practices such as those defined by the International Institute of Business Analysis (IIBM) Business Analysis Body of Knowledge (BABOK Guide)
- Working knowledge of the software development lifecycle, as well as the various methodologies including predictive (plan-driven) approaches or adaptive (iterative/agile)
- General knowledge of software development methods, practices and processes;
- General knowledge of standard budgeting and accounting concepts and techniques;
- Thorough understanding of recognized generic industry and specialist bodies of knowledge as necessary;
- Thorough knowledge of the Government of the NWT and is able to apply the knowledge effectively in unfamiliar situations and actively maintains own knowledge and contributes to the development of others;
- Ability to rapidly absorb new information and apply it effectively;
- Ability to communicate fluently, orally and in writing, and can present complex information effectively to both technical and non-technical audiences;
- Ability to effectively facilitate collaboration between stakeholders who share common objectives;
- Ability to maintain an awareness of developments in the industry and select appropriately from applicable standards, methods, tools and applications, taking responsibility for keeping up to date;
- Knowledge of IT service management concepts such as those described in ITIL (Information Technology Infrastructure Library);
- Ability to implement standard project management concepts;
- Skilled in analytical and systematic approaches to issue resolution;
- Ability to assess and evaluate project risk and business risk;
- Ability to lead and participate in teams, including coaching, motivation and performance management;
- Sound generic, domain and specialist knowledge necessary to perform effectively in the organization
- Strong understanding of the wider business context;
- Ability to oversee requirements-gathering and definition for new and existing software and database development
- Expert knowledge related to leading the gathering of information through environmental scans, and consolidating data into relevant information;
- Ability to implement business plans and develop standards within a framework of policy and procedures, monitoring compliance to policies and procedures;
- Ability to prepare Requests for Proposals (RFPs); evaluate proposals and select contractors; to negotiate and prepare vendor contracts in conjunction with Procurement Shared Services and legal services;
- Ability to develop professional and courteous relationships with contractors; and manage contractor performance to contract;

**Typically, the above qualifications would be attained by:**

A Bachelor's degree in Information Systems, Computer Science, Health Informatics or related field, with 4 or more years of directly relevant and progressive experience in a project management role delivering information system or technology enabled projects, and including experience with project management and project portfolio management software and tools.

Experience with Health or Social Services Information Systems and Projects is considered an asset.

Professional certification in project management is desirable, as is certification as a Project Management Professional (PMP).

**ADDITIONAL REQUIREMENTS**

The incumbent is expected to stay abreast of technological advancements and newer solutions as they may apply to this position through professional development and regular reading.

**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