



## **IDENTIFICATION**

<b>Department</b>	<b>Position Title</b>	
Health and Social Services	Manager, Oral Health Initiatives	
<b>Position Number</b>	<b>Community</b>	<b>Division/Region</b>
49-14725	Yellowknife	Territorial Health Services

## **PURPOSE OF THE POSITION**

The Manager, Oral Health Initiative 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. The Manager develops, oversees and manages 30+ projects to fulfill the implementation of the NWT Oral Health Action Plan 2018/19 – 2020/21. This requires working closely with other GNWT departments, the health authorities, federal government, and the private sector to ensure successful delivery of the program.

## **SCOPE**

The Oral Health Initiative will overhaul relevant Northwest Territories (NWT) health programs closely linked with oral health programs, including preventive initiatives, realignment of resources throughout the regions, a more integrated approach to oral health for children and youth, and ensuring alignment with best practice evidence in oral care. The outcomes of the Oral Health Initiative will directly impact decisions at system and operational levels regarding delivery, accessibility, sustainability and quality of Oral Health prevention and treatment services provided to children and youth in the NWT. This will require significant interaction across department teams and consultation with a wide range of stakeholders, and will result in changes to how oral health services are delivered in the NWT; improve the effectiveness of oral health services for children and youth; and enhance efficiencies for the NWT Health and Social Services System.

Located in Yellowknife, and reporting to the Director, Territorial Health Services, the Manager, Oral Health Initiatives (Manager) provides expert advice and leads the design and delivery of territorial oral health initiatives. The initiatives under the program include oral health promotion, the expansion of community water fluoridation, improving the oral health

regulatory environment through standards and legislation, implementing the new NWT Oral Health Service Delivery Model, and implementing oral health outcome surveillance. This work will be done through a close collaboration between the Department of Health and Social Services (DHSS), the Northwest Territories Health and Social Services Authority (NTHSSA), Hay River Health and Social Services Authority (HRHSSA), the Tlicho Community Services Agency (TCSA), other GNWT Departments, and other partners such as Health Canada, First Nations and Inuit Health Branch. Throughout all activities, the Manager ensures culturally safe care and evaluation and monitoring of all program areas for continuous quality improvement.

The 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. The Manager 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.

Utilizing project and change management principles, the Manager designs and leads multiple projects identified to support the required system change initiative that will ultimately reduce the reliance over time on the health care system; strengthen community-level access to oral health prevention, intervention, care and support services; and build self-reliant capacity to provide these services in-territory through the implementation of new oral health approach in the NWT.

The Manager evaluates all activities, policies, guidelines, and programs under the *NWT Oral Health Action Plan* and will develop approaches to ensure that the wide range of services provided by the Unit meet the needs of each of the client groups and the public. Maintaining the satisfaction of staff, colleagues and clients is a critical aspect of this position.

The Manager is guided by the Department's strategic and operational objectives and will have latitude in the management and control of oral health projects undertaken. To ensure alignment with the relevant Legislation, the Oral Health Program Standards, and the strategic priorities within the Oral Health Action Plan, the Manager oversees three staff, and manages a total budget of \$4.9M over three years (\$1.1M x 3 years, plus \$1.6M in carried-forward funding). This position will also monitor the progress of additional 3rd party funded roles that are employed at the health authorities. Key objectives of the unit include using a population health approach to promote oral health; integrating oral health services into primary health care; emphasizing cultural safety; surveillance, monitoring and evaluation; and improving territorial dental care services.

The Manager will regularly collaborate with the NTHSSA to support oral health needs, programs, and training throughout the regional health authorities. The incumbent will maintain regular contact with staff in the Department and is accountable for using a collaborative approach in providing support and advice to the NTHSSA, as well as the HRHSSA, the TCSA, and other external third parties involved in oral health services. Using project management, planning, monitoring and evaluation techniques, the incumbent will also

provide advice and reports to Senior Management on the progress, results, and impact of the Oral Health Initiative.

## **RESPONSIBILITIES**

**1. Provide leadership and strategic advice based on evidence, research and oral public health and public health dentistry best practice to the Deputy Minister and the Minister of Health and Social Services on a wide range of oral health policy and program-specific issues related to the delivery of oral health care.**

- Act as an expert resource to provide consultation and advice to address oral health care issues and influence decisions regarding policy, practice, and guidelines to ensure a high quality of care.
- Monitor, analyze and assess a broad range of issues and directions that impact on oral health clinical practice and quality of care.
- Support broad objectives of the Department of Health and Social Services (DHSS) and other strategic documents for Health and Social Services.
- Provide consultative and expert advice on oral health infrastructure planning initiatives as needed.
- Promote innovations in oral health care provider administration, education, training, and practice to improve oral health outcomes.

**2. Provide leadership and supervision to unit members, and work collaboratively with these positions to establish and implement all areas of oral health policy and programs.**

- Establish and maintain territory-wide program standards and guidelines for oral health care provider administration, clinical practice, education and training for oral health care providers in the NWT.
- Provide leadership and advice and assistance in the development and implementation of the restructured oral health program, including oral health promotion.
- Provide guidance, expert advice, and ensure completion of audits of oral health programs and services, as needed.
- Work with oral health care providers and partners on implementation of the integrated oral health service delivery model.
- Provide advice and content regarding strategic communications on oral health issues.
- Provide leadership and strategic advice representing the DHSS on Federal, Provincial, and Territorial groups and with interdepartmental and intersectoral activities impacting oral health care as required.

**3. Develop, oversee, implement and manage all objectives under the Oral Health Initiatives Program, as per the *NWT Oral Health Action Plan*:**

- Oral Health Promotion Program – territory-wide social marketing campaign aimed at the general population.
- Develop consistent messaging and ensure a sustainable presence in providing Oral Health Education at Community Healthy Living Fairs in all communities.
- Develop and deliver Pre- and Postnatal Oral Health Education Programs.

- Develop and integrate Oral Health Content in NWT School Health Education Curriculum.
  - Expand Community Water Fluoridation in the NWT.
  - Develop and implement NWT Oral Health Program Standards.
  - Develop and implement NWT Dental Room Standard.
  - Develop and integrate the Oral Health Professionals Regulation in the Health Professionals Act.
  - Develop and integrate Oral Health content in the Community Health Nursing Standards.
  - Develop and integrate Oral Health content in the Prenatal and Well Child Records and Users Guides.
  - Conduct an NWT Dental Room Inventory.
  - Ensure Territorial Dental Infrastructure and Equipment Readiness.
  - Develop and implement Primary Health Care Provider Oral Health Procedures.
  - Develop and implement an NWT School Daily Brushing Program.
  - Develop and implement an NWT Early Childhood Daily Brushing Program.
  - Develop an NWT Oral Health Professionals Caseload Management Planning and Workforce Requirements Plan.
  - Create a Territorial Chief Oral Health Officer Role.
  - Determine and implement Oral Health Primary Health Care and Education Professionals Training.
  - Integrate Oral Health Content in Aurora College Health Services and Early Childhood Education Programs.
  - Integrate Oral Health Services into Prenatal Primary Health Care.
  - Integrate Oral Health Services into Early Childhood Primary Health Care.
  - Expand Oral Health Professional Services across the NWT.
  - Develop and implement an Oral Health Provider Cultural Safety Awareness Program.
  - Promote Oral Health Professional Careers throughout the NWT.
  - Facilitate Pursuance of Oral Health Professional Careers – negotiate reserved seats at educational institutions and ensure availability of Student Financial Assistance.
  - NIHB Dental Contracts Review for Improved Pediatric Dental Care in the NWT.
  - Review NIHB Dental Treatment Approval Processes for Improved Approval Timelines.
  - Develop and implement Pediatric Dental Sedation Best Practice Guidelines.
  - Develop and implement an NWT Child and Youth Dental Insurance Program.
  - Develop and implement an NWT Oral Health Surveillance Program.
  - Develop and implement an NWT Oral Health Program Monitoring and Evaluation Plan.
- 4. Work closely with Northwest Territories Authorities/Agencies for the planning, monitoring, implementation and refinement of primary oral health care delivery standards and the implementation of the integrated *NWT Oral Health Service Delivery Model*.**
- Use a collaborative approach in providing support and advice to Authorities/Agencies and developing, monitoring, reviewing and evaluating the new oral health program.
  - Provide consultation to Health Authorities/Agencies and other key stakeholders, internal and external to the department, on the implementation of oral health policy.

- Undertake extensive consultation and clear and frequent communication with stakeholders who may have conflicting interests and perspectives and maintain the satisfaction and goodwill of Authorities/Agencies with the DHSS
  - Demonstrate leadership by spearheading working groups to fully implement all aspects of the new NWT oral health program and deliver services according to current best practice.
  - Build strong partnerships with key stakeholders in order to manage a range of high profile oral health issues, including oral health professional human resource issues.
- 5. Provide oversight to the strategic planning process of the unit and develop long-range plans for the sustainability of each program area.**
- Maintain a sound understanding of the GNWT and HSS system strategic direction and plans of the department as a whole.
  - Present and justify unit updates to senior management and the Oral Health Steering Committee.
- 6. Maintain contacts and communications with departmental colleagues, stakeholder groups, and interdepartmental staff to ensure that information concerning programs and services are being provided in an effective manner while maintaining good rapport with all groups.**
- Establish and maintain open communications with all Health and Social services Authorities and other health and wellness agencies.
  - Review internal and external communications documents such as newsletter, press releases, etc.
  - Participate on and contribute to national workgroups and advisory bodies as required.
- 7. Manage the Unit's budget and make informed decisions concerning resource allocation and operational matters in order to ensure that unit staff has the tools and information required to provide oral health systems planning activities throughout the Northwest Territories.**
- Manage assigned budget including staffing, project delivery, equipment, contracts, training and travel.
  - Coordinate with Federal, Provincial and Territorial stakeholders and funding contributors to ensure all sources of revenue properly accessed and utilized for appropriate programs.
  - Monitor expenditures and develop reports explaining any variance with the established budgets, resources and schedules.
  - Develop requests for proposals and contracts.
  - Ensure GNWT financial and contract management procedures are followed.
  - Evaluate and report on contractor performance.
  - Ensure staff has access to necessary resources, supplies, equipment and information.
- 8. Monitor and evaluate the status, progress, and impact of the Oral Health Initiative, to ensure the key objectives are being delivered, and the strategy is being implemented.**

- In collaboration with key stakeholders, develop a plan to monitor and report progress toward achievement of project objectives and prepare reports as required by Senior Management and the Oral Health Steering Committee.
- Establish key performance indicators for both outcome and performance monitoring.
- Use data collected to ensure deliverables are meeting the needs of the targeted population, and the services being delivered are accurately addressing the root problems.
- Research best practices and benchmark projects to assess progress and impact of the NWT Oral Health Initiative to other initiatives across Canada.
- Where no precedence, best practice or benchmark exists, use expertise to develop monitoring and evaluation criteria to advance the project.
- Develop and collaborate with stakeholders to implement mechanisms for data collection, and report on progress throughout the initiative per Oral Health terms .
- Develop an evaluation framework and logic model for oral health programming that evaluates outcomes that are relevant and meaningful to those that administer, provide, and receive the care.
- Develop program monitoring and auditing mechanisms to support an annual report.

**9. Perform other duties as assigned to achieve Government and Department goals through special projects and initiatives that may extend beyond and/or include the area of Oral Health, including when required participating in national or FPT work or consultations.**

## **WORKING CONDITIONS**

### **Physical Demands**

No unusual demands.

### **Environmental Conditions**

No unusual demands.

### **Sensory Demands**

No unusual demands.

### **Mental Demands**

The incumbent will experience competing demands around deadlines; divergent perspectives and demands from senior staff, and those in various authorities and divisions; as well as politically sensitive issues and tight deadlines with a high degree of intensity.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of NWT health legislation and regulations.
- Knowledge of national standards and best practices as they relate to oral health promotion and preventative measures.

- Knowledge of current research and evaluation techniques and methodologies. Northern health systems and structures.
- Knowledge of project management standards, techniques and methodologies.
- Knowledge of health promotion and health promotion best practices.
- Knowledge of public health and public health dentistry principles and programs.
- Knowledge of health education school curriculum; early childhood education structures and practices; post-secondary education health services programs.
- Knowledge of oral health public health prevention and therapeutic intervention techniques.
- Knowledge of change management best practices across multiple fields (nursing, medicine, health paraprofessionals, education, early childhood education).
- Knowledge of dental therapy and dental hygiene scope of practice.
- Knowledge of public health surveillance techniques; program monitoring and evaluation.
- Skills to plan for and implement a territory-wide change in oral health service delivery, impacting Primary health care services (nursing, family medicine, midwifery); Community health services (community health nurses, community health representatives); Oral health professionals (dental therapists, registered dental hygienists); Education (teachers, health education curriculum); Early childhood education.
- Communication skills both oral and written, and presentation skills.
- Project management skills and the ability to manage all phases of complex projects.
- Financial management skills, including project cost tracking and variance reporting.
- Human relations and influencing skills to manage staff issues as well as the interests of stakeholders within and outside the department.
- Resource management skills to determine the resources required for delivery of projects.
- Ability to develop procedures, guidelines and territorial standards
- Ability to develop and implement territory-wide public health programs, and health promotion programs.
- Ability to critically evaluate and implement training to a variety of health and education professionals and paraprofessionals.
- Ability to incorporate cultural safety best practices into health service delivery.
- Ability to address situations using problem solving, crisis management, organizational and strategic planning skills, stress management and time management skills.

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

A Master's degree in a health care field, demonstrated training in oral health and project management, plus a minimum of two (2) years of strategic planning and management experience in a health care field along with experience with change management of large complex projects.

## **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