



## IDENTIFICATION

Department	Position Title	
Health and Social Services	Project Officer, Health and Social Services Policy and Programs	
Position Number	Community	Division/Region
49-14776	Yellowknife	Policy Legislation and Communications

## PURPOSE OF THE POSITION

The Project Officer, Health and Social Services Policy and Programs (Project Officer) is responsible to manage and support small to medium sized Projects.

## SCOPE

Located in Headquarters in Yellowknife and reporting to the Senior Project Manager, Health and Social Services Policy and Programs, the Project Officer, Health and Social Services Policy and Programs is accountable to Senior Project Manager(s), Project Manager(s) or Manager(s) of Department of Health and Social Services (DHSS)/ and Health and Social Services Authorities (HSSA) whom this position is assigned to support.

Health and Social Services delivery in the Northwest Territories (NWT) is established under the *Hospital Insurance and Health and Social Services Administration Act* and operated under the direction of Boards of Management appointed by the Minister.

This position is part of a Project Management Team that is exploring options to improve efficiencies, increase capacity through collaboration, an increase risk management within the territorial health and social services delivery system. The purpose of the Team is to create, support, maintain or improve HSS services while addressing cost challenges, duplication of service, and other barriers to consistent service delivery.

The development and implementation of strategic solutions is critical to supporting and facilitating other system-wide innovation initiatives in the NWT Health and Social Services System, including system sustainability efforts to manage the growing demand for services against scarce resources while optimizing quality and operational efficiencies in the system.

The Project Officer plays a critical role in keeping the projects on track, managing medium sized projects, managing contracts and ensuring a coordinated and consistent approach to all activities.

The projects are territorial initiatives which are defined in the Government of Northwest Territories (GNWT)'s Mandate. The Project Officer will coordinate and manage medium sized projects that play an active part in ensuring the development and success of the government and department's strategic objectives (e.g., national Pharmacare strategy and supplementary health benefit renewal).

The Project Officer is accountable to develop and provide solution(s) as part of their assigned projects. Once defined and solution(s) are approved, the Project Officer is responsible to work with the appropriate DHSS, GNWT, inter-governmental and HSSA staff responsible and their team(s) to ensure the solutions are implemented.

The Project Officer applies project management methodology including, but not limited to: project planning, risk management and contingency planning, communication, monitoring and project and program evaluation techniques to ensure that implementation of their projects are done efficiently and effectively and the outcomes meet all project requirements.

## **RESPONSIBILITIES**

### **1. Coordinates and manages the development of small to medium sized project(s) and implementation plan(s).**

- Works with partners across the HSS system and inter-governmental as appropriate, to identify current processes and challenges
- Researches best practices and recommend benchmarks to ensure compliance with best practices.
- Where no precedence, best practice or benchmark exists, seeks and coordinates expertise to develop and advance the project and recommend option(s).
- Identifies and documents positions and duties impacted by implementation.
- Develops implementation plan(s) for review and approval.
- Provides advice and recommendations to the Director and HSS Senior Management on the project implementation plan(s).

### **2. Coordinates and manages small to medium sized projects to ensure that all work and activities are consistent with approved objectives, plans and budgets and that the project is fully implemented within the required time frames.**

- Develops required project plans.
- Oversees the work progress of each area of the plan and manages the work schedule.
- Contributes to the development of a communication strategy and ensures it is successfully implemented.
- Ensures that all Departmental and Inter Departmental activities are accurately tracked and reported on.

- 3. Coordinates all activities required to govern, manage and administer assigned projects on an ongoing basis.**
  - Develops terms of reference.
  - Develop organizational structure options for approval.
  - Prepare Job Descriptions for approval.
  - Prepare organizational policies for review and approval.
- 4. Sits on and participates in assigned Federal, Provincial, and Territorial working groups representing the department.**
  - Represents the Department and the Division along with its priorities at these meetings
  - Brings forward to the Director any significant issues raised during meetings.
  - Proactively briefs the Director and when appropriate advises them of their participation in critical decision making meetings.
  - Compiles all required briefing material for Department executive regarding decisions resulting from these meetings.
  - Provides recommendations and justifications to decision makers.
- 5. Actively coordinates and assists in the development and implementation of metrics and ensures, when appropriate, evaluation frameworks are coordinated in the project plan, to track and monitor shared services and innovation projects.**
  - Ensures project metrics and reporting mechanisms are in place for the day to day management of shared services and innovation projects.
  - As part of project work planning and when appropriate, works with assigned Corporate Planning and Evaluation division staff to ensure that project related program changes have approved evaluation frameworks developed to monitor and assesses the success of innovative changes.
- 6. Provides support to assigned Project proposals, activities and initiatives.**
  - Works with experts engaged to develop clear, specific recommendations based on current best practice in other jurisdictions.
  - Maintains a working understanding of all projects and be able to stand in for other Senior Project Managers during times of their absence or during times of vacancies.
  - Investigates and/or addresses issues and develops correspondence, briefing notes, submissions and position papers.
- 7. Responsible for coordinating the financial management of assigned projects.**
  - Prepares cost estimates for project budgets, and allocates resources to objectives and activities.
  - Monitors project expenditures to proactively advise the Director of potential for cost savings or reallocation.
  - Develops reports explaining assigned project variances.
  - Develops tendering documents, requests for proposals and contracts.
  - Ensures GNWT financial management procedures are followed.
  - Evaluates contractor performance.

- Assist in the preparation of Financial Management Board and/or Executive Council submissions as required for assigned Shared Services and Innovation Projects.

#### **8. Administers assigned contracts and sub-projects**

- Administers assigned Shared Services and Innovation contracts and sub-projects, including contracts with organizations, consultants and contractors, as well as individual service contracts as required.

#### **9. Works with the Director and provides, as appropriate, regular project reporting to the Assistant Deputy Minister and other Senior Managers.**

### **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 authorities and divisions who may have divergent perspectives and demands. Interest based resolutions and answers are required.

A high level of concentration and attention is essential. Work must be of the utmost level of accuracy. The scope of work can involve politically sensitive issues and tight deadlines with a high degree of intensity. Decisions often have long range impacts on the health and social services system. These conditions can lead to mental and emotional fatigue and stress.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Ability in managing small to medium sized projects or operational areas.
  - Note: small to medium projects or operational areas would be where the candidate can demonstrate they have active roles coordinating projects or leading operational initiatives within a single organization area. Where someone has an operational role, then advanced training in project management and not just experience would be required to demonstrate project management ability.
  - Knowledge skills and abilities listed below are associated with the management of small and medium sized projects.
- Knowledge of project management standards, techniques and methodologies. Includes:

- Knowledge of project charters and project work plans
- Knowledge of project management tools and standard software tools for communicating and managing schedules.
- Demonstrated planning, time management and scheduling skills.
- Demonstrated interpersonal, negotiation, collaboration and communication skills.
  - Ability to assist in the development and coordination of steering committee and working group meetings.
  - Ability and demonstrated skills in building relationships with organizations.
  - Good ability in manage conflict and negotiations.
  - Good communication, writing and presentation skills.
- Ability in financial management, including budgeting and reporting.
- Knowledge of risk, issues and stakeholder management.
- Knowledge of change management.
- Good problem solving skills.
- Good research skills.
- Demonstrated ability to work under pressure with compressed deadlines and multiple deliverables.

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

A bachelor's degree in a business administration, science, engineering or public administration field, plus a minimum of six months of experience on small to medium sized projects or working on change initiatives in operational areas.

Other combinations of post-secondary education, project management training/certification, GNWT/Northern project management, and/or related public service experience will be considered.

Combinations of experience and education of greater than 4 years will be required based on the types of equivalent experience, project management training or education.

**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