IDENTIFICATION

Department	Position Title	
Health and Social Services	Manager, Public Health Systems	
Position Number	**Community**	**Division/Region**
49-14843	Yellowknife	Population Health/HQ

PURPOSE OF THE POSITION

The Manager, Public Health Systems is responsible for design and implementation of data repositories and operational management of public health information systems. This position supports the information management requirements of the Population Health Division and the Office of the Chief Public Health Officer (CPHO).

SCOPE

Located in Yellowknife, the Manager, Public Health Systems (Manager) reports to the Director of Population Health and has a functional reporting relationship with the CPHO and Deputy CPHO, and has statutory responsibilities delegated by the CPHO under the *NWT Public Health Act* and the accompanying Disease Surveillance Regulations and Immunization Regulations.

The Manager provides leadership in system modernization for quality assurance and the operational oversight related to the collection and management of surveillance information for notifiable and reportable diseases, conditions and tests as stipulated under the *NWT Public Health Act*, as well as other population health surveillance requirements supporting priority public health work.

This position is critical for the development, management, protection, privacy and integrity of data acquired and maintained in repositories and information systems, with a specific focus on the timely and accurate registration, collection, management and storage of data for reportable tests and diseases, population health outcomes and indicators, and vital statistics essential for the monitoring of population health status, disease and mortality trends. The data influences decision-making for program development and/or resource allocation priorities as well as territorial surveillance and clinical case management. This work is essential to the HSS system in meeting national accreditation standards for public health services.

The Manager provides a leadership role in identifying and implementing improvements in data capture/quality assurance mechanisms and information system business requirements that support population-level health surveillance and information sharing protocols and agreements within and external to the Department of Health and Social Services (DHSS). This includes national health information data providers such as Alberta Health, Public Health Agency of Canada, Canadian Institute for Health Information, Health Canada and Statistics Canada as well as NWT partnering agencies.

The Manager provides technical advice, strategic planning and guidance to senior management, and oversight and training to staff to ensure accurate, timely, useable information. This position supports analytical and surveillance functions that, in turn, provide evidence to clinical and program decision makers to reduce the burden of mortality and morbidity in the population, and improve the effectiveness and efficiency of health programs.

The position supervises Senior Public Health Registries Officer, and Public Health Registries Officer positions, and manages finances and interagency agreements.

The incumbent works to strict, often competing deadlines and is routinely involved in several varied and complex information systems projects simultaneously, which requires prioritization of work to meet competing pressures. Recommendations from the incumbent to senior management and clinical staff can have an impact on health outcomes and policy development.

This position requires the incumbent to travel periodically.

RESPONSIBILITIES

1. **Oversee public health registries, repositories and information systems in order to ensure information gathered is accurate, timely and useable for surveillance and clinical decision-making.**
   - Manage, maintain, and safeguard the integrity of registries and data repositories established under the *Public Health Act,* including the registries and repositories listed under the Disease Surveillance Regulations.
   - Oversee processes and procedures to ensure data validation and testing is routinely completed (current and historical).
   - Develop, manage and test the validation of business processes and data collection/validation methods such as supporting surveys, questionnaires, interviews, audits and vital statistics certification
   - Coordinate with regional and frontline health professionals within NWT Health and Social Services (HSS) Authorities to ensure data provided is accurate, timely and useable.

- Develop and oversee implementation of information system risk mitigation measures or procedures to ensure the integrity and accessibility of data holdings for public health work.
- Liaise with agencies external to DHSS and the Government of the Northwest Territories (GNWT) to ensure reporting requirements and information exchange meets required legislation, regulations and agreements.
- Provide support and training to staff or delegated field officers in collecting, validating, system testing and issue resolution managing and storing health information in public health information systems and repositories.
- Oversee the development and provision of reports on a systematic and ad-hoc basis.
- Respond to inquiries from various clients in the Department, HSS Authorities, other GNWT agencies, federal agencies, media and others concerning public health systems and data needs.

2. **Develop business and technical requirements for population health data repositories and servers, surveillance systems and data capture procedures in order to improve data available for evidence-based decision making.**
   - Research and implement methodologies to improve data capture mechanisms, data quality and integrity, and information system performance for registries, repositories and systems, including data testing and validation of the data collected from other health information systems such as (but not limited to) the NWT's Electronic Medical Record (EMR) system and Health Management Information System (HMIS) where this data is critical for population health surveillance.
   - Develop and implement policies and procedures to ensure and maintain quality, confidentiality and security of the data, including researching and defining business requirements for roles-based access control for new or emerging registries, repositories and systems.
   - Lead the development, review and assessment of internal health data requests; organize consultations and meetings with technical/subject matter experts, senior management and key offices within the Department, HSS system and other GNWT agencies when required.
   - Complete data request forms and prepare technical documentation for privacy impact assessments and risk assessments.
   - Ensure incoming data extract files are tested, validated and all issues are resolved.
   - In partnership with information systems specialists, identify business requirements for the development and implementation of appropriate data collection tools (forms, software), including researching and developing client/user and operational requirements.
   - Lead business case development and the identification of registry, repository and information system functional requirements in alignment with GNWT Software Development Lifecycles.

- Lead project teams and initiatives to improve information systems and business processes supporting public health operational, strategic and quality improvement requirements.
- Liaise with information systems/technology specialists on system and user requirements, including troubleshooting, developing and testing information system restore procedures, and functional improvements.

3. **Provide strategic and operational leadership on current and evolving public health registry repository and information system requirements to Divisional staff and to other public health specialists within the Department and HSS Authorities.**
   - Provide strategic leadership and priority setting on a short- and longer-term basis, and participate in DHSS and GNWT-wide priority-setting activities.
   - Represent DHSS in working groups or committees at the federal, provincial and territorial levels.
   - Maintain an effective regular forum with the Director, CPHO, Division managers and program staff as well as essential information systems/technology staff to develop work plans, identify outstanding issues, advance quality improvement and strategic initiatives and respond to unexpected changes in priority.
   - Foster a team approach to service delivery and problem solving.
   - Perform human resource functions for effective oversight, management and development of Unit:
     - Ensure cross-training and business continuity of operations
     - Oversee staffing, orientation and exiting of staff
     - Adjust position roles and responsibilities (including job descriptions), file assignments and workloads, and propose organizational change to improve business functions, efficiencies, accuracies and performance
     - Mentor staff and oversee performance management and progressive discipline;
     - Adhere to administering provisions of human resource and occupational safety legislation, regulation, policies and procedures.

4. **Lead interagency negotiations and implementation of agreements and contracts, and ensure effective financial management within the Unit.**
   - Develop, negotiate and manage inter-agency information sharing agreements with other national, provincial and territorial governments as well as within the HSS system and with other GNWT agencies.
   - Conduct unit budget planning, expenditure approvals, monitoring/variance, and reporting to ensure best value for expenditures.
   - Manage procurement contracts to ensure purchasing and financial accounting follows approved government policies and practices.
   - Negotiate, develop and manage third party/federal funding agreements.

- Provide support and expert counsel to the Director Population Health and Chief Public Health Officer for third party/federal financial agreements related to public health information systems.
- Ensure subordinates comply with financial management practices.
- Coordinate cost benefit analyses and identify short- and long-term resource shortfalls and requirements.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

No unusual demands.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of database management software including database development, evaluation and spreadsheet software (Excel and MS-Access).
- Knowledge of the World Health Organization's International Classification of Diseases (ICD) coding.
- Knowledge of data capture and quality assurance mechanisms and business processes.
- Knowledge of health information management best-practices.
- Knowledge of software/hardware component trends to analyze and recommend upgrades to management to enhance their technological capabilities.
- Knowledge of data entry, manipulation and retrieval techniques; utilizes a variety of automated systems for preparation of reports, presentations and correspondence.
- Knowledge of database theory, design, modeling and administration of population health databases.
- Knowledge of techniques and practices of technical training including using plain language to ensure staff understanding of data input procedures.
- Knowledge of business practices, acts and regulations as they pertain to public health in order to analyze and recommend changes or upgrades to current systems and databases, or to establish or change information sharing agreements and practices.

- Knowledge of policy, ethical and legal issues related to confidentiality and data security.
- Knowledge of and/or the ability to acquire and apply knowledge of northern health care systems and structures, *Public Health Act*, public health administration and northern cultures as they relate to health and social service issues.
- Knowledge of policy and decision making processes and systems.
- Project management, corporate planning and time management skills.
- Problem-solving and trouble-shooting skills.
- Verbal and written communications skills.
- Managerial skills and ability to plan, prioritize, assign and track tasks.
- Evaluation and assessment skills.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

<u>Typically, the above qualifications would be attained by:</u>

A degree in health information management, public health or related discipline and five (5) years of relevant experience including one (1) year of supervisory or team lead experience.

Equivalent combinations of education and experience will be considered.

<u>ADDITIONAL REQUIREMENTS</u>

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