



IDENTIFICATION

Department	Position Title	
Health and Social Services	Director, Seniors and Continuing Care Services	
Position Number	Community	Division/Region
00014904	Yellowknife	Seniors and Continuing Care Services

PURPOSE OF THE POSITION

The Director of Seniors and Continuing Care Services (Director) is accountable for strategic planning, quality assurance, and monitoring performance and compliance with legislative, program and financial obligations established by the Government of the Northwest Territories (GNWT) within Continuing Care (CC) programs (Home and Community Care[HCC], Long Term Care [LTC], Supported Living [SL]), Rehabilitation Services, and Office of the Public Guardian (OPG) services of the Health and Social Services System in the Northwest Territories (NWT). This accountability includes financial planning, implementation and monitoring, and program design, development, implementation, coordination, monitoring, analysis, risk management and evaluation of program activities delivered by Department of Health and Social Services (DHSS), the Northwest Territories Health and Social Services Authority (NTHSSA), the Hay River Health and Social Services Authority (HRHSSA) and the Tłıchǫ Community Services Agency (TCSA). Additionally, the Director is accountable for planning, developing, coordinating, implementing, monitoring, analyzing, and evaluating GNWT strategic frameworks, action plans, and initiatives for seniors and persons with disabilities and representing the GNWT at interjurisdictional forums for seniors and persons with disabilities.

The Director provides expert, strategic advice and recommendations to the Assistant Deputy Minister, Programs, the Deputy Minister and other members of HSS and GNWT Senior Management Teams on financial, program, policy, legislative and communication matters related to areas of accountability, including options for addressing issues. The Director provides direct support to the Deputy Minister and Minister in appearances before Legislative committees and interjurisdictional forums related to areas of accountability.



SCOPE

The Director is located in Yellowknife and reports to the Assistant Deputy Minister, Programs at the DHSS. The Director is a member of the DHSS Senior Management team and works closely with the NWT Health and Social Services Authorities (HSSAs) and their Senior Management teams across the HSS System. The Director also works closely with Senior Management teams across GNWT Departments to advance planning, integration, and communication related to seniors and persons with disabilities programs, services and policies. The Director manages an annual budget of \$13.07M which is inclusive of GNWT funding and funding agreements with federal governments and agencies.

The DHSS is the largest, most broadly based department in the GNWT. The HSS System is comprised of the departmental structure and three HSSA's that deliver a complex array of programs and services and oversees several contracted service providers within the NWT and in other jurisdictions, when services are not currently available in the NWT.

One significant challenge faced by governments is that mainstream organizations, like HSS cannot be separated from the legacy of colonialism and anti-Indigenous racism in Canada. In HSS settings, present day anti-Indigenous racism, or systemic racism, impacts access to services, quality of care and health outcomes for Indigenous peoples. This also results in a system that inherently privileges the ideas, needs and norms of the dominant white settler population, including the privileging of western knowledge over Indigenous approaches and ways of knowing.

The HSS system is committed to addressing anti-Indigenous racism and promoting cultural safety and anti-racism. The Director is accountable to provide leadership and ensure SCCS staff honour and promote a culturally safe and anti-racist environment at all times, and interact with clients, families, community members, partners and colleagues with a relationship-based approach. This involves being tactful, respectful, self-aware and humble in order to develop and maintain ongoing and trusting relationships.

Transformative change within CC, Rehabilitation, and OPG services has been initiated in response to a looming demographic shift in the population aged 60+ both at a national and territorial level, and growth in the number of persons with disabilities. These changes are intended to refocus services to support a philosophy of "aging in place" by becoming more responsive to the needs of seniors, individuals with chronic and palliative health conditions and disabilities and their caregivers, so individuals can be supported in their own homes and communities, with less reliance on institutional care. Individuals receiving these services



often have other health and social care needs, including chronic health conditions and mental health and addictions issues, which requires coordination across HSS and GNWT programs. The Director is a system leader and is accountable and responsible for developing and monitoring strategic plans, business plans, standards and policies to achieve safe, effective, client-centered delivery of Continuing Care, Rehabilitation and OPG services that embeds the social determinants of health, cultural safety and anti-indigenous racism. This work is done in collaboration with other DHSS and HSSA senior managers, the Indigenous Advisory Body, Indigenous and community partners, community organizations, and the peoples of the NWT and their families.

The Director is responsible for working collaboratively with the DHSS and HSSA Senior Management Teams in the planning and development of policy, legislation, and HSS infrastructure projects to ensure mechanisms and resources are in place for the effective delivery and oversight of Continuing Care, Rehabilitation and OPG services.

The Director is responsible for working collaboratively with the DHSS and HSSA Senior Management Teams and GNWT Departments to advance collaborative strategic and business plan activities, including Early Childhood Development actions and enhancing delivery of rehabilitation services to school age children.

The Director is responsible and accountable for developing multi-year action and financial plans, administering funding, and annual reporting for federal funding agreements related to Continuing Care. This is achieved by working collaboratively with federal partners, the HSSAs, Indigenous governments, and HSS Senior Managers to identify and achieve integration of partner and GNWT priorities. The Director manages financial and human resources to ensure funding is allocated in alignment with the action plan, and ensures monitoring and reporting are in alignment with GNWT fiscal policies and processes and terms of the agreements.

The Director is accountable to ensure that services of the OPG are administered in compliance with the *Guardianship and Trusteeship Act 1997 (GTA)*. They also may act as a Deputy Public Guardian (DPG) to fulfill duties of the Public Guardian (PG) during periods of absence.

The Director is accountable to ensure staff education in, and adherence to multiple pieces of legislation within Continuing Care, Rehabilitation and OPG services, including the *Health Information Act*, the *Hospital Insurance Health and Social Services Administration Act*; the *Mental Health Act*; the *Health Professions Act*, the *Pharmacy Act*; the *Nursing Professions Act* and the *Guardianship and Trusteeship Act*.

The Director leads the development and implementation of strategic frameworks and action plans for seniors and persons with disabilities with the goals of reducing gaps in services,



improving integration of services, and ensuring inclusive, respectful, culturally safe services. This includes the identification of strategic priorities, project development, change management leadership, research, analysis, engagement, program and policy design, implementation, and evaluation. This is achieved by working in collaboration with other GNWT departments and a range of stakeholders, including Indigenous governments and organizations, community governments, community agencies and the public, and requires the Director to hold a very broad range of knowledge programs and services for seniors and persons with disabilities, as well as knowledge of government process, guidelines and directives.

The Director is accountable for collaborating with other GNWT departments, and Federal, Provincial and Territorial tables regarding policy and program initiatives for seniors and persons with disabilities. The Director participates in Federal/Provincial/Territorial (FPT) tables and meetings related to seniors and persons with disabilities issues to ensure consideration of best practices in policy, effective inter-jurisdictional communication and relationships, the identification and implementation of cooperative agreements and strategic initiatives.

DIMENSIONS

Reporting Positions 7 Direct (15 Indirect)

- Manager, Seniors Affairs (5 staff)
- Manager, Services for Persons with Disabilities (2 staff)
- Manager, InterRAI Implementation (4 staff)
- Manager, Strategic Initiatives, Seniors and Persons with Disabilities (2 staff)
- Public Guardian (2 staff)
- Administrative Assistant
- Project Manager, Continuing Care

Total Budget (\$13.07M)

- Compensation and Benefits (\$3.05 M)
- O&M (\$364 K)
- Grants and Contributions (\$9.22 M)
- Contracts (\$439 K)



RESPONSIBILITIES

1. Uphold and consistently practicing personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace. Practice and ensure that any subordinate management and supervisory roles also prioritize staff mentorship and on-the-job training, including staff development in annual general objectives.
2. Establishes and implements strategic priorities within Continuing Care, Rehabilitation, and OPG services in the HSS system, and designs and ensures the effective integration of these services within the Health and Social Services System, for the benefit of all clients, including clients served under the *Guardianship and Trusteeship Act*.
3. Ensures effective coordination of Continuing Care, Rehabilitation and OPG services for NWT residents, across the HSS system and in collaboration with other GNWT Departments.
4. Develops performance monitoring frameworks in collaboration with system partners and ensures indicators for Continuing Care, Rehabilitation and OPG services are collected, analyzed, and reported to demonstrate whether the services are meeting objectives.
5. Develops partnerships and ensures appropriate engagement and collaboration with key stakeholders and service users in the design and development of Continuing Care, Rehabilitation and OPG services, policies, and initiatives.
6. Develops, communicates, and oversees the implementation and continuous improvement of territorial standards and policies for Continuing Care, Rehabilitation, and OPG services to ensure these services adhere to legislation and policy, are consistent with government and HSS system strategic priorities, are person-centered and culturally respectful and safe, and are in alignment with best practices.
7. Ensures auditing and monitoring of compliance with Territorial standards and policies for Continuing Care, Rehabilitation and OPG services offered across the HSS system.
8. Ensures the HSS system resources necessary to deliver quality Continuing Care, Rehabilitation and OPG services to NWT residents are established, supported, and trained.
9. Ensures effective administration of centralized Territorial process for determining eligibility and making offers of placement into NWT LTC facilities by establishing territorial policies and processes, leading the Territorial Admissions Committee, maintaining a Territorial waitlist of applicants, and collecting and analyzing data on applications and admissions into LTC facilities.



- 10.** Provides recommendations on gaps that should be addressed in legislation and/or regulations to support appropriate best practices in the delivery of Continuing Care, Rehabilitation, and OPG services.
- 11.** Ensures the fulfillment of statutory requirements, as defined by legislation and regulations, and consults with Counsel, HSS Policy, Legislation and Intergovernmental Affairs Division, and GNWT Dept of Justice as required to examine and address deficiencies and gaps.
- 12.** Develops a reporting structure and communication processes to ensure transparent, clear reporting to all stakeholders, relevant government committees and the public, including presentations on Continuing Care, Rehabilitation and OPG program reviews and actions, and seniors and persons with disabilities strategic frameworks, and action plans to the Legislative Assembly of the Northwest Territories as applicable.
- 13.** Provides leadership, expert advice, recommendations and support to the Minister, Deputy Minister, Assistant Deputy Minister and other Senior Leaders in the HSSA/Agency system.
- 14.** Represents the Department in territorial, inter-jurisdictional and national forums focused on Continuing Care, Rehabilitation, and Guardianship services, dementia, palliative care, Autism, Fetal Alcohol Spectrum Disorder (FASD), and seniors and persons with disabilities policy and programs.
- 15.** Leads and participates in specific whole-of-government priorities for seniors and persons with disabilities, including participation in Territorial Senior Management Committee for Integrated Service Delivery.
- 16.** Accountable to a number of diverse partners (such as Indigenous Services Canada, Health Canada, and the Public Health Agency of Canada) for strategic financial management and expenditure of funds, and achievement of strategic outcomes in alignment with funding agreements.
- 17.** Responsible for leading, monitoring, implementing, and reporting on assigned GNWT Mandate activities and action plans for seniors and persons with disabilities, such as the Disability Action Plan and Elder Abuse.
- 18.** Provides leadership, direction and support to the Seniors and Continuing Care Services team to ensure the vision and objectives of the HSS services and whole-of -government initiatives led by the Division are clearly articulated and implemented to improve services and ensure the Division's financial and human resources are effectively managed and in compliance with GNWT and Department policies and procedures. Global responsibility statement.



19. Leads annual performance and learning planning processes for the Division, including collaborative work planning, individual development plans, and succession planning and career development planning.

20. Ensures the successful rollout of major system wide initiatives and projects, including but not limited to implementation of standardized assessments and a health information system for Long Term Care and Home and Community Care across all three HSSAs (interRAI Project) in collaboration with HSS privacy, and GNWT security and technology staff.

WORKING CONDITIONS

Physical Demands

No unusual demands

Environmental Conditions

No unusual demands

Sensory Demands

No unusual demands

Mental Demands

Frequently interacts with individuals who hold strong views which may be inconsistent with GNWT and HSS overall direction, requiring the incumbent to cope with conflict and animated discussion of issues.

The incumbent is exposed to serious and traumatic incidents and events concerning clients of Continuing Care and OPG services and related to engagement with stakeholders on elder abuse and neglect.

The Continuing Care, Rehabilitation, OPG, seniors and persons with disabilities service areas are highly politicized, and integration and collaboration with other departments and the HSSAs is complex and demanding work. There are considerable demands placed upon the incumbent by internal and external stakeholders to quickly develop solutions and achieve results. The incumbent experiences very tight deadlines, competing priorities and complex issues.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of relevant legislation and regulations including but not limited to the *Guardianship and Trusteeship Act*, *Health Information Act*, *Hospital Insurance Health and Social Services Administration Act* and how it applies to carrying out the duties of the



position and program delivery within the HSS system.

- Knowledge of budgeting, government budgeting processes, financial analysis and reporting including the ability to prepare financial reports.
- Knowledge of research and analysis and understanding of the methods for incorporating best practice, program and service delivery evidence into practice
- Excellent organizational, time management, analytical, facilitation and presentation skills.
- Knowledge of the Collective Agreement, competency-based performance, and labor relations within the context of the GNWT employment environment.
- Knowledge of the health and social services system within the NWT, social programs offered by different departments, program delivery models, and the socio-cultural and political environments in the NWT.
- Ability to build and maintain excellent working relationships with colleagues throughout the GNWT, the Health and Social Services system in the north and throughout the FPT sectors and with partners outside of government.
- Ability to analyze, evaluate, interpret, and synthesize a wide range of complex information and apply it within the unique sociopolitical environment in the NWT.
- Knowledge of and the ability to appreciate the complex interplay of political, economic and social forces at work in the NWT, as well as a thorough understanding of the determinants of population health.
- Knowledge of geographic, social, and political issues and factors which affect the delivery of health and social services and government services for seniors and persons with disabilities.
- Ability to commit to fostering a culture that embraces diversity and promotes inclusion and challenge longstanding norms that perpetuate inequities within society and the GNWT workforce.
- Knowledge of the impacts of colonization, institutional and structural racism and biases have had on society and the Indigenous population.
- Knowledge of policy development, communication planning and strategic planning and an ability to apply this knowledge in a rapidly changing and challenging environment with a complex governance structure.
- Knowledge of and ability to apply generally accepted approaches to accountability planning, monitoring and reporting. This includes an ability to adapt to evolving governance structures.
- Knowledge of intergovernmental affairs processes and protocols.

- Knowledge of parliamentary, legislative and policy processes and protocols.
- Ability to build and maintain working relationships with Indigenous government representatives.
- Ability to lead and motivate staff in a cross-cultural environment.
- Ability to motivate colleagues to achieve difficult goals.
- Ability to represent the Department and its position accurately and professionally in a variety of consultations, meetings, presentations and other situations.
- High level oral and written communication skills, including presentations, briefing notes, reports and publications for a wide variety of audiences.
- Leadership and management skills, including decision making skills; the ability to assign, delegate, and coordinate work assignments and projects; and ability to manage conflicting and rapidly changing priorities.
- Ability to work in highly stressful situations, under tight deadlines and respond effectively to frequently changing deadlines.
- Ability to operate a personal computer with a high degree of proficiency, as well as to work with a wide range of computer applications, including word processing, spreadsheet, and presentation software.
- Ability to engage the public in a culturally appropriate manner both in writing and orally.
- 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.

Typically, the above qualifications would be attained by:

A Master's degree in the Social Sciences, a Health Profession (Nursing, Allied Health), or Health Administration with eight (8) years of relevant experience in the field of Continuing Care Services or Health or Social programs for seniors or persons with disabilities, including 3 years managing people and resources in a public service environment.

Equivalent combinations of education and experience will be considered.

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 record 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