



IDENTIFICATION

Department	Position Title	
Health and Social Services	Manager, Health Technology Planning	
Position Number	Community	Division/Region
49-14982	Yellowknife	Infrastructure Planning/HQ

PURPOSE OF THE POSITION

The Manager, Health Technology Planning is responsible and accountable for overall strategic planning and management of all Health Technology assets throughout the Northwest Territories (NWT). This position provides expertise and strategic direction to the Health and Social Services System, as well as the education and corrections systems, in the planning and execution of all Health Technology capital projects, infrastructure plans and operations and maintenance projects to ensure safe, appropriate deployment of the health technologies that enable HSS service delivery to the residents of the NWT.

SCOPE

Located in Yellowknife the Manager, Health Technology Planning (Manager) reports to the Director, Infrastructure Planning, and is accountable for the oversight, planning, and implementation of Government of the Northwest Territories (GNWT) wide Health Technology projects and initiatives and manages a multi-disciplinary team of internal and external engineering and technology project leads.

Health technologies are essential to the delivery of safe, effective patient and client care by practitioners in the Health and Social Services (HSS) sector. They include all medical equipment and related information and communication systems required to provide HSS services and deliver patient and client care in inpatient and outpatient settings, including intensive care units, labour and delivery units, emergency departments, operating rooms and specialist procedure rooms, diagnostic imaging services, laboratory services, pharmacy services, medical device sterilization services, rehabilitation services, public health services, home care services and long term care services.

The position has direct accountability for all Health Technology planning and management for the HSS system, which includes both the Department of Health and Social Services (DHSS) and three health and social service authorities (the Northwest Territories Health and Social Services



Authority (NTHSSA), the Hay River Health and Social Services Authority (HRHSSA) and the Tłıchʼo Community Services Agency (TCSA)). This includes the provision of Health Technology planning services to all HSS facilities (health centres and hospitals, specialist clinics, public health clinics, long term care facilities, group care homes and other social service facilities) and ancillary departments and agencies whose facilities have Health Technology requirements (correctional facilities, training facilities, schools and office buildings) for the planning, procurement and full deployment of all Health Technologies in the systems. Often needs and preferences exceed available budgets. The Manager is responsible for efficient management of project information, facilitation of key decisions and overall documentation oversight and organization.

The Manager, Health Technology Planning has accountability for the GNWT HSS system's 6,600+ Health Technologies which have a replacement value of \$63M. The position manages a multimillion-dollar annual Health Technology budget (varies from \$3M to \$4.5M annually) and is directly responsible for the Health Technology requirements for Departmental infrastructure projects that range from \$600K to \$350M. This requires specialized engineering knowledge not only of Health Technologies and clinical/biomedical engineering principles but also electrical, mechanical and civil engineering principles as well as informatics, information systems theory and architectural principles. Planning and decision making must align with Federal and Territorial standards and regulations, including the *Health Canada Medical Devices regulations*, *Hospital and Health Care Facility Standards*, *Health Information Act*, *Financial Administration Act*, and other various government policies.

The position requires complex system understanding with often limited information, precedence or theory to guide decision making, and have a significant change management element. The position is accountable for developing and managing Health Technology policies and plans whose successful implementation is realized with highly effective coordination across a wide variety of clients and stakeholders including GNWT personnel - clinical stakeholders (physicians, nurses and other specialties), operations managers, program managers, facility planners, informatics and privacy specialists, procurement specialists, IPAC, Materials Management, finance specialists and facilities and biomedical operational managers and non-GNWT stakeholders including contractors. This is conducted largely in a collaborative team environment and the Manager is responsible to foster and manage relationships between parties as relevant to the successful completion of projects.

This position also requires a high degree of professional judgement and strategic analysis to the development of a Health Technology policy that suits the constraints of delivering patient care in the unique logistical, technical, and geographic realities of the Northwest Territories.

The Manager provides briefings to senior Departmental and health authority leadership (assistant and deputy ministers and executive directors) and advises the regional HSS Chief Operating Officers (COOs) and medical specialists on Health Technology strategy and planning.



A significant challenge faced by governments is that mainstream organizations, like health and social services, 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. As such, it is critical that the Government of the Northwest Territories (GNWT), DHSS, Division and the incumbent put in all efforts to eliminate these issues and offset their consequence. The incumbent will be required to have an understanding of the colonial events instigating systemic racism, and lead by example to create a diverse team within the Health Technology Planning Unit.

The HSS system is committed to addressing anti-Indigenous racism and promoting cultural safety and anti-racism. Departmental staff are expected to honour and promote a culturally safe and anti-racist environment at all times, and to interact with clients, families, community members, partners and colleagues in a relationship-based approach. This involves being tactful, respectful, self-aware, and humble in order to develop and maintain ongoing and trusting relationships. Facilities have long been planned without the participation of the Indigenous populations they serve. With a population of 51% Indigenous Peoples in the NWT, this includes utilization of all Health and Social Services facilities in our inventory, with a vast majority in those outside of Yellowknife. With the GNWT commitment to Indigenous engagement, the Manager ensures that all current and future health technology planned, will occur with the consideration of the Indigenous residents they serve.

The work of the Infrastructure Planning Division includes recognition that government facilities, such as residential schools and Indian hospitals, have caused significant trauma for Indigenous peoples. The incumbent shall have an understanding of this dark period of Canadian history, as well as the deleterious health outcomes it has caused to the Indigenous populace. The physical design of facilities can perpetuate harm as they are reminders of colonial and racist institutions for Indigenous peoples. Ensuring that facilities and the technologies used within are developed in a culturally appropriate manner and facilitates a welcoming and culturally safe environment. This builds on the evidence that the physical space can itself be medicine. The manager's role is to ensure the Optimal Healing Environment (OHE) is woven into the fabric of infrastructure system in the NWT particularly concentrating on the integration of Indigenous culture and values.

The incumbent will travel to work sites in various NWT communities approximately 5 times per year, in small planes or by vehicle, and may experience extreme weather conditions.



RESPONSIBILITIES

1. Manage the development of Health Technology strategy and policy to support the efficient and effective delivery of patient and client care across the health and social service system.

- Lead the development of Health Technology strategy and policy for the health and social services system as a whole.
- Lead the development of detailed strategic plans for high risk, complex Health Technology systems (e.g. diagnostic imaging, clinical laboratory, patient monitoring) and infection prevention and control intensive clinical areas (endoscopy, dialysis, respiratory therapy).
- Work with wide variety of stakeholders across the HSS system to identify challenges associated with current processes relating to the identification, specification, selection, procurement, delivery, installation, training and commissioning of health technologies in HSS system territory wide.
- Direct research on best practices in other jurisdictions and where no precedent exists, use expertise to develop and implement new best practices.
- Co-chair the HSS system wide Health Technology Management Committee to provide strategic advice to Health Technology planning clients.
- Provide strategic advice to the Director and DHSS senior leadership and to NTHSSA senior leadership on Health Technology strategy, policy and planning.

2. Manage the design, implementation and monitoring of key Health Technology plans and projects to ensure the equipment needs of the health and social services system are met, enabling patient care to be delivered.

- Research solutions to sustain and enhance the effectiveness and efficiency of Health Technology infrastructure within the health and social service system.
- Contribute to the resolution of Health Technology business problems.
- Continuously monitor the status of Health Technology infrastructure plans and projects.
- Develop, implement, present and manage Health Technology project metrics and ensure, where appropriate, evaluation frameworks are developed to track and monitor the projects.

3. Manage the development, implementation and monitoring of Health Technology plans for capital infrastructure projects.

- Develop Health Technology plans that meet the service delivery requirements of new and renovated HSS facilities.
- Develop and implement strategic Health Technology procurement plans that meet the requirements of new and renovated facilities.
- Manage the implementation of procurement plans and the risks associated with the schedule.



- Coordinate with the NTHSSA Biomedical Engineering Department for ongoing inventory and assessments of health technology assets in collaboration with the health authorities and agencies.
- 4. Provide expertise to various multidisciplinary professionals during the planning, design, construction, and operationalization of new HSS facilities.**
 - Provide expert advice to project architects, facility planners, consultants, project staff and clinical and service delivery staff to aide in the design of new facilities.
 - Provide expert advice to facility planners, contractors and vendors to aide in the build of new facilities.
 - Provide expert advice to project staff, clinical and service delivery staff to aid in the operational readiness and final clinical commissioning of new facilities.
 - 5. Coordinate, integrate and rationalize inputs from physicians, nurses, allied health professionals, facility managers, health authority administrators, biomedical engineering and facilities maintenance services, information services specialists, information technology specialists, facility planners, architects and consultants in the development of Health Technology strategies, policies and plans for all clinical areas in the health and social services system and all new capital projects.**
 - 6. Manage the development, implementation and monitoring of procurement strategies and plans for all health technologies procured by the Department.**
 - Direct and coordinate all Health Technology procurement strategies, specifications and plans with the section, health and social services system staff, planning clients and external stakeholders.
 - Review and approve all requests for proposals, requests for tenders and requests for quotations issued by the section.
 - Provide expert advice to HSS sector partners on effective Health Technology procurement strategies.
 - Represent DHSS on committees for the development or revision of National Health Technology standards.
 - 7. Manage post-procurement implementation plans for all health technologies in the health and social services system.**
 - Develop plans to manage the delivery, installation, training and commissioning of all new health technologies in the HSS system.
 - Develop tools to track post-procurement implementation plans.
 - Ensure all post-procurement project activities are tracked and all risks are reported.
 - 8. Manage capital and operations and maintenance (O&M) budgets for Health Technology evergreening and incremental acquisitions.**



- Develop and manage annual multimillion dollar capital and O&M budgets for the Health Technology evergreening (planned replacement) program.
- Develop and manage annual and multi-year capital and O&M budgets for incremental Health Technology acquisitions to support new HSS programs and expanded services.
- Manage multimillion dollar Health Technology budgets for new capital infrastructure projects (e.g. Stanton Renewal Project, Long Term Care facilities, new health centres).
- Develop one to three year capital plans for biomedical equipment in conjunction with the Departmental Business Planning process, outlining the capital process
- Develop 5-, 10- and 20- year capital budget projections submission to the Financial Management Board (FMB) capital planning submission process.
- Prepare periodic budget briefings for senior management and Finance.
- Ensure all budget activities are tracked and managed in accordance with FAM.

9. Manage the human and financial resources of the Health Technology Planning unit in accordance with GNWT human resource and financial legislation.

- Recruit, orient and train new employees to the section.
- Provide leadership to the unit by managing and distributing employees' workloads and establishing standards for performance.
- Provide tailored direction and guidance to individual employees that meet their specific learning and communication styles.
- Encourage and plan professional development for team members.
- Manage conflicts and resolve disputes within the unit and with external colleagues and stakeholders.
- Report regularly to the Director, Infrastructure Planning on the unit's performance.
- Manage the financial resources of the unit through budget planning, monitoring, reporting and controlling expenditures to ensure value.
- Provide regular updates to the Department's finance function on Capital and O&M budgets.
- Review and approve payments against Capital and O&M budgets.
- Manage the general operation of the unit.

10. Prepare reports, briefing notes, guidelines, Financial Management Board (FMB) submissions and papers for Ministerial use to support the mandate of the Department and the HSS system.

- Prepare briefing notes and presentations.
- Research, conduct, analyze, and develop FMB submissions, Information Items, and other Ministerial papers.
- Organize and participate in departmental conferences and workshops, such as Indigenous Engagement Design Workshops and the Project Management Conference.
- Organize and respond to Bring Forwards from the Minister in a timely and efficient manner.



11. Continuously review and improve Health Technology procurement documents to ensure compliance with Health Canada medical device regulatory requirements, Canadian Standards Association (CSA) product and process standards, relevant GNWT legislation (electrical protection regulations) and policies (business incentive policy, locally manufactured products) and GNWT Procurement Guidelines.

- Develop guidance for Health Technology procurement practice for planning clients in the health and social services system.
- Work in close collaboration with procurement specialists from GNWT Procurement Shared Services (PSS) to achieve procurement objectives for the division.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

The incumbent is exposed to electrical, chemical, mechanical, thermal and biomedical hazards (on-site planning in health facilities, managing equipment installations, commissioning and other implementation activities).

Sensory Demands

No unusual demands.

Mental Demands

This position often presents pressing client-imposed deadlines and technology failure.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of clinical/biomedical engineering theory and principles.
- Knowledge of project planning theories and principles, including scheduling, cost estimating, financial management and project delivery.
- Knowledge of and/or the ability to acquire knowledge of northern health service delivery conditions and practices to manage or provide project management services.
- Knowledge of standards and architectural/engineering contract administration and monitoring.
- Capacity for engineering systems thinking (CEST).
- Knowledge of and/or the ability to acquire and apply knowledge of the geographic and cultural factors affecting client's needs and how this affects the delivery of Health Technology projects.



- Relationship management skills to negotiate with planning clients and consultants in order to resolve disputes and communicate complicated technical information.
- Analytical skills to manage or evaluate project results against objectives.
- Skilled in word processing, spreadsheet and project management software programs.
- Facilitation skills to ensure that project teams work as a constructive and cohesive unit.
- Interpersonal skills to facilitate planning client decision-making, manage conflicts, negotiate solutions, resolve disputes and promote sound Health Technology planning.
- Oral and written communication skills (e.g. briefing notes, project briefs, departmental or board presentations) through a variety of means for a variety of audiences.
- Team lead / supervisory/management skills.
- Problem solving ability to manage or bring resolution to problems encountered during all phases of a project; decision making ability to manage timely progress of projects.
- Ability to research solutions to sustain and enhance the effectiveness and efficiency of Health Technology infrastructure within the health and social service system.
- Ability to manage the financial resources of the unit through budget planning, monitoring, reporting and controlling expenditures to ensure value.
- Ability to oversee all post-procurement project activities and to ensure tracking and all risks are reported.
- Ability to represent DHSS on committees for the development or revision of National Health Technology standards.
- Ability to work with individuals in different disciplines in clinical services, engineering and project management practices, architectural practices, multidisciplinary consultancies, developers, contractors, design and build firms and some planning client organizations.
- 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 degree in Biomedical or Clinical Engineering fields and eight (8) years of relevant health technology management experience including one (1) year of supervisory / team lead experience.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

The incumbent is required to have PMP certification or be able to obtain it.



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