



IDENTIFICATION

Department	Position Title	
Health and Social Services	Senior Consultant, Oral Health	
Position Number	Community	Division/Region
49-15707	Yellowknife	Territorial Health Services/HQ

PURPOSE OF THE POSITION

The Senior Consultant, Oral Health is responsible for planning, establishing, implementing, monitoring and evaluating the delivery of Oral Health Services to residents of the Northwest Territories. The position contributes to the overall aims and goals of the Oral Health Initiatives Unit, the NWT Oral Health Action Plan, the interdepartmental Early Childhood Development Plan Right from the Start, and departmental mandates. This position aims to improve population oral health status in the NWT, with an emphasis on the child, youth and prenatal populations.

SCOPE

Located in Yellowknife, the Senior Consultant, Oral Health reports to the Manager, Oral Health Initiatives at the Department of Health and Social Services (Department), and is responsible for leading multiple initiatives essential to the success of the NWT Oral Health Action Plan 2018/19 – 2020/21. The initiatives will improve oral health outcomes in the NWT using a population health and public health dentistry approach, and by effecting changes to primary health care service delivery. The initiatives will impact territorial standards, legislation changes, oral health client service delivery and public health on a territorial scale.

The incumbent conducts research, analyses and provides recommendations on issues related to the delivery of primary and oral health care services which will directly impact the health and social services system and the delivery and access of primary healthcare services throughout the Northwest Territories. The Senior Consultant provides oral health and/or primary health care subject matter expertise to the Oral Health Initiatives Unit.

The Senior Consultant has the authority, accountability and responsibility to plan, develop, lead and evaluate several initiatives and programs critical to the success of the NWT Oral Health Action Plan. The initiatives run concurrently, are far-reaching in scope and are territorial in nature. Other divisions, departments and organizations impacted by the work of the Project Manager include the Population Health Division, the Office of the Chief Public Health Officer, the Departments of Municipal and Community Affairs, Environment and Natural Resources, the Northwest Territories Health and Social Services Authority, the Hay River Health and Social Services Authority, the Tłıchǵ Community Services Agency, local communities, and Indigenous Governments. The incumbent develops strong working relationships with representatives and staff from all of these organizations from the program to senior leadership level where appropriate to ensure the success of the projects.

To ensure that primary and oral health services remain responsive to changing health practice and the health needs of NWT residents, the incumbent develops short and long-term plans and implements standards and monitoring criteria regarding the administration of primary health programs in all three Health and Social Services Authorities. The application of standards and monitoring mechanisms are critical to ensure that the programs are operating according to national and jurisdictional standards and best practices. The compliance mechanisms are supported through legislation, accreditation processes, audits, guidelines and surveys.

The initiatives under the Senior Consultant's portfolio impact a significant proportion of the Oral Health budget, managing initiatives potentially valued up to a few hundred thousand dollars, particularly for the consultation, outreach and engagement required for the territorial expansion of community water fluoridation.

This position also leads the development of performance measurements to ensure that Department, HSSAs and contracted services are focused on results that meet the health and well-being needs of residents in the NWT.

The incumbent deals with people in a variety of organizations on sensitive issues where there are frequently changing priorities, conflicting interests and perspectives.

RESPONSIBILITIES

1. Provides expert advice and oral health and/or primary health care subject matter expertise on program requirements for territorial oral health services.

- Provides advice for the consideration of the Deputy Minister and the Minister of Health and Social Services on the design and delivery of territorial oral health services;
- Provides expert program advice, support and guidance to oral health professional and primary health care provider supervisors in all three health and social services authorities to support the transition to an integrated oral health service delivery model;
- Interprets standards, policies and guidelines; promotes a coordinated continuum of programs and services to balance treatment with promotion and prevention programs

- and to support the planning, implementation and evaluation of special projects in oral health care delivery; and
 - Makes recommendations on the primary oral health resources, both human and fiscal, that will effectively and efficiently meet the short-term and long-term needs of territorial residents.
2. **Conducts research, analyses and provides recommendations on issues related to the delivery of primary and oral health care services which will directly impact the health and social services system and the delivery and access of oral health care services throughout the Northwest Territories.**
 - Conducts research and analyses on developments and best practices in primary health and oral health care as they affect departmental policy regarding the delivery of oral health services;
 - Remains current on evidence-based population oral health care delivery models and methods to inform NWT practice; and
 - Researches, reviews, and recommends new or improved legislation, regulations, standards, policies and guidelines for new or improved programs and services.
 3. **Plans, establishes, implements, monitors and evaluates the delivery of oral health services to residents of the Northwest Territories to ensure that the NWT Oral Health Service Delivery Model is fully implemented, and that services meet national quality standards and are delivered in the most effective and efficient manner.**
 - Develops and fosters a positive working relationship with the Northwest Territories Health and Social Services Authority, the Hay River Health and Social Services Authority, the Tłıchǵ Community Services Authority, the Department, non-governmental organizations, and other stakeholders in order to assess and deliver the type and level of support required to ensure the delivery of improved oral health programs;
 - Works collaboratively with the three health and social services authorities to monitor oral health service delivery integration into the provision of primary health care;
 - Monitors adherence of oral health care providers to the NWT Oral Health Program Standards;
 - Identifies areas of deficiencies and supports the resolution of gaps and problems;
 - Leads and facilitates regional oral health care providers to meet program requirements and identify strategic direction for oral health services in line with Departmental direction;
 - Assess staffing and operational resources to ensure quality care using evaluation tools and benchmarks developed and/or agreed on by the Department;
 - Continually assess the evaluation tool(s) and adjust according to changing standards, practices and system requirements.
 4. **Leads and coordinates initiatives to promote oral health with a population health approach.**
 - Leads and coordinates the expansion of community water fluoridation in the NWT;
 - Develops and fosters positive working relationships with the office of the Chief Public Health Officer, Municipal and Community Affairs, Environment and Natural Resources,

the interdepartmental Drinking Water Technical Committee, Indigenous Governments, and municipal governments;

- Conducts research and develops evidence-based education and communication resources to inform the public and stakeholder groups on the benefits and potential risks of community water fluoridation;
- Leads community consultation and outreach education on drinking water fluoridation;
- Ensures consultation is developed and delivered in a culturally safe manner; and
- Develops a framework for expanded community water fluoridation in partnership with internal and external partners and stakeholders.

5. Establishes systemic supports in the regulatory environment, and in primary health care provider and oral health professional education and training for improved territorial oral health services.

- Works with the Policy, Legislation and Communication Division to revise legislation and regulations to facilitate efficient, effective oral health care service delivery in accordance with the NWT Oral Health Service Delivery Model and enable oral health professionals to practice to full scope and with increased autonomy.
- Researches industry standard best practice and collaborates with stakeholders and subject matter experts to establish an NWT Dental Room Standard.
- Draws on evidence-based best practice in integrated oral health care services to revise and establish NWT Primary Health Care Oral Health Procedures in primary health care service in the territory.
- Develops and fosters positive working relationships with primary health care provider supervisors in all three health and social services authorities to enable oral health care education and training for non-dental and oral health care professionals.
- Leads and coordinates a territory-wide initiative to disseminate oral health care education and training to all primary health care providers involved in the integrated delivery of oral health care (screening, assessment, anticipatory guidance and patient/client/ caregiver education).
- Monitors and tracks primary health care provider oral health education completion rates.
- Develops and fosters positive working relationship with oral health professional supervisors to identify oral health professional learning needs and determine required further training and education and facilitate the provision of any such training.

6. Leads and coordinates initiatives to ensure the provision of high quality, sustainable territorial oral health services.

- Works collaboratively with Northwest Territories Health and Social Services Authority, oral health professionals, schools and school boards to promote the pursuit of oral health professional careers in the NWT.
- Develops, drafts and submits grant proposals and works collaboratively with the federal government's Indigenous Services Canada to secure long-term funding for a territory-wide Community Oral Health Aide program in the NWT.
- Works collaboratively with the Northwest Territories Health and Social Services Authority to develop and establish a territorial Community Oral Health Aide program.

- Manages and coordinates the training and education of NWT Community Oral Health Aides.
- Researches and consults experts in the field of pediatric dentistry to develop and implement an evidence-based territorial Pediatric Dental Sedation Best Practice Guideline.
- Conducts research, an international cross-jurisdictional scan and financial analysis to inform a proposed NWT dental insurance program to support uninsured NWT residents.
- Collaborates with the Population Health Division to lead the territorial monitoring and measurement of population oral health status using surveillance tools and techniques.
- Supports the development of a territorial Oral Health Monitoring and Evaluation Plan.
- Regularly presents, to a wide range of audiences, general and technical briefings on topics related to projects and initiatives.

7. Manages contracts and contribution agreements.

- Develops, drafts and evaluates Requests for Proposals and Contribution Agreements;
- Manages the Request for Proposals process when required.
- Manages contractor performance for effectiveness and efficiency, manages risk and ensures product quality, evaluates contract outcomes.
- Manages contribution recipient performance for effectiveness and efficiency, manages risk and ensures product quality, evaluates contribution outcomes.
- Consults, advises, liaises with and supports consultants and contribution recipients.
- Provides performance and financial reports to management and senior management.

8. Supports the division, directorate and/or the Minister through investigating and/or addressing issues, developing correspondence, writing briefing notes, developing submissions or position papers.

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 best practices in public health dentistry and population oral health care and its application in the provision of a broad range of health and social services.
- Knowledge of primary health care and the conceptual understanding of the model of primary health care delivery, and its application in the provision of a broad range of health and social services.
- Knowledge of international, provincial and national trends in health services, especially as it relates to public health dentistry and population oral health care.
- Knowledge of the social determinants of health.
- Knowledge of risk, issues and stakeholder management.
- Knowledge of program monitoring and evaluation of progress at various stages of implementation.
- Human relations/ interpersonal skills to work with colleagues, co-workers, and individuals in client organizations with a wide range of corporate/organizational cultures.
- Research, analysis and evaluation skills to conduct reviews comprehensively, to compare and analyze territorial practice against evidence based and accepted national and/or territorial standards.
- Financial management skills, including project cost tracking and variance reporting
- Computer skills, including ability to use word processing software, spread sheets, E-mail and Internet.
- Communication, writing and presentation skills including facilitation techniques.
- Leadership skills and the ability to build effective relationships with stakeholders.
- Ability to inspire, influence, persuade and diplomatically maintain the satisfaction and goodwill of clients, caregivers and health care workers in challenging situations.
- Ability to facilitate creative problem solving using a situational approach incorporating conceptual, analytical, interpretive, evaluative, intuitive and constructive thinking skills.
- Ability to acquire knowledge of relevant Acts, legislation and regulations, standards, policies and guidelines related to the provision of oral health professional services in the NWT.
- Ability to think analytically, strategically and conceptually.
- Ability to work effectively in small and large groups.
- Ability to be sensitive to the cultural, social and political conditions of regions and the health and social services environment in the NWT.
- Ability to work effectively in an interdisciplinary team and function with minimal direction.
- Ability to effectively prioritize changing demands to meet the goals of the Strategic Oral Health Initiative.
- Ability to work with compressed deadlines and multiple deliverables.

Typically, the above qualifications would be attained by:

A diploma in Dental Hygiene and/or Dental Therapy, and current status as a Registered Dental Hygienist or Dental Therapist plus five (5) years of experience delivering oral health

promotion and oral disease prevention programming beyond the clinical setting in a northern, rural or remote context; or

A degree in Nursing, current status as a Registered Nurse, with a minimum of five (5) years of related nursing experience, experience working as a Community Health Nurse and education or experience related to oral or dental health; or

Other combinations of oral health or nursing education and experience with seven (7) years of progressive experience will be considered.

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