



IDENTIFICATION

Department	Position Title	
Health and Social Services	Manager, Learning Health Systems	
Position Number	Community	Division/Region
49-15712	Yellowknife	Community, Culture and Innovation / HQ

PURPOSE OF THE POSITION

The Manager, Learning Health Systems leads the development and implementation of a learning health system model that integrates community-based, Indigenous, and biomedical knowledge systems to inform decision-making, support health promotion and prevention goals, with a focus on improving health outcomes for Indigenous people. The Manager leads complex initiatives, public engagement strategies and knowledge translation plans to inform policies and practices and involve people and communities in their own care.

SCOPE

The Northwest Territories (NWT) health and social services (HSS) system oversees the provision of a comprehensive range of services to a population of 45,493 people, including 20,035 Indigenous people, across an extensive geographic area of 1.2 million square kilometers, with the supports of approximately 1,400 health staff working in the Department of HSS, Northwest Territories Health and Social Services Authority (NTHSSA), Tẖcẖ Community Services Agency (TCSA), and Hay River Health and Social Services Authority (HRHSSA). The NWT HSS system has the second highest per capita expenditures in Canada, and with a complex legislative landscape and multiple Federal funding arrangements to navigate. Efforts to support improved population wellness across multiple systems are faced with growing pressures, including rising costs and budgetary constraints, stretched human resources, and rising population needs and expectations. Addressing these barriers requires new and innovative ways of working, grounded in Indigenous health priorities and a focus on supporting Indigenous self-determination in health.

One significant challenge faced by governments is that mainstream organizations, like health and social services, cannot be separated from the legacy of colonialism and anti-racism in Canada. In health and social services settings, present day anti-racism and systemic racism impact access to services, quality of care, and health outcomes for Indigenous peoples. Systemic racism 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 and eliminating anti-racism and promoting cultural safety and anti-racism. DHSS 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 to develop and maintain ongoing and trusting relationships.

Systemic racism is the manifestation of racism within organizations like governments, where racist ideas become part of policies and practices. In Canada, there is increasing awareness of systemic racism in health and social services, especially against Indigenous people. In the NWT, the HSS system is focusing on cultural safety and anti-racism to address this problem through the 2016 commitment to action document, “Building a Culturally Respectful Health and Social Services System” and the 2019 document, “Cultural Safety Action Plan”. Cultural safety means Indigenous people feel safe and respected, free of racism and discrimination, when using health and social services.

To address the longstanding and complex issues and inequities in the HSS system, a new approach was developed by the Community, Culture, and Innovation (CCI) division to support a made-in-the-NWT integration model for health and social services driven by community priorities and based on trust and equity. This involves Primary Health Care Reform (PHCR) which is changing the system to work with people and communities using a community development approach. PHCR supports several community-based initiatives described as highly collaborative environments where system partners, community members, and Indigenous governments are working toward a shared vision of establishing new ways of working to achieve culturally safe and relationship-based care needed to improve the health of the NWT population.

The CCI division and Cultural Safety and Anti-Racism (CSAR) division work together in a health learning and innovation lab. The goal of both teams is to use a systemic approach to tackle complex problems and advance cultural safety in the NWT. Both teams generate and adapt new models, policies, facilitated collaborative spaces, training, and resources as part of their day-to-day efforts to advance equity. Most importantly, Indigenous knowledge and healing practices are prioritized, and Indigenous community relationships drive the divisions’ ongoing learning.

The CCI division is responsible for developing and overseeing NWT HSS system wide initiatives to embed cultural safety, social determinants of health, community development, and public participation within the overall delivery of care for NWT residents. They identify strategic priorities by collaborating with the NWT HSS System, Government of the Northwest



Territories (GNWT) Departments, community partners and Indigenous government, and provide leadership, guidance, direction, and support across the system to promote person-centered care and innovation based on Indigenous community priorities and data, with a focus on trust and equity.

The Learning Health System unit drives evidence-generation and organizational learning to support continuous improvement of projects, programs, and policies of the HSS system. To assemble the information needed to inform HSS planning and decision-making, the team facilitates collaboration between divisions, departments, and with communities, using evidence-based methods and community engagement approaches that prioritize Indigenous data sovereignty and ethical practices. The Learning Health System unit works across the HSS system by synthesizing different types of knowledge, distilling organizational learnings, researching, and creating data systems to build capacity for generating evidence and improving health promotion and prevention outcomes.

Located in Yellowknife and reporting to the Director, Community, Culture and Innovation, the Manager, Learning Health Systems leads a team and oversees a budget of approximately \$350K. The Manager ensures that data is collected and analyzed ethically, transparently, and in ways that respects Indigenous data sovereignty to facilitate continuous improvement and adaptation of the health and social services for the provision of high-quality and culturally safe care. With a learning health system being new to the GNWT, the Manager will be responsible for providing expert advice and recommendations to senior leadership within the HSS system. The Manager collaborates with partners and stakeholders at various levels to prioritize quality, cultural safety, person-centeredness, and community-centeredness. The Manager champions and maintains processes that support these values in the design and implementation of initiatives and system-level needs, when leading several large-scale projects simultaneously, and engaging with Indigenous governments.

During engagement activities and training sessions the incumbent will assemble and transport meeting supplies and assist with the set-up of meeting locations.

This position requires the incumbent to travel to communities in the Northwest Territories.

RESPONSIBILITIES

- 1. Leads and guides the establishment and maintenance of a culture of continuous learning through processes of active data collection, rapid analysis (of internal data, research, and existing evidence), and knowledge sharing to support evidence-based planning and decision-making.**
 - Develop data collection tools and strategies that adhere to Indigenous data governance protocols and work with Indigenous communities, while also supporting senior



leadership and stakeholders in understanding wise practices, emerging trends, and relevant evidence-informed innovation to improve health system outcomes.

- Develop a research program that addresses strategic priorities by using data and research expertise, and an equity lens in accordance with local Indigenous data governance protocols to advance innovation and improvement processes.
- Inform policy and practice through rapid learning, data-driven methods, engagement, and diverse evidence/knowledge.
- Apply research methodologies to advance relationship based and person-centered care, healing-oriented care, and shared decision making.
- Develop data collection tools and strategies including a divisional data charter, protocols, knowledge and data pathways for use and repatriation of Indigenous peoples' data, a divisional ethical review process, and ethical integration of Indigenous knowledge.
- Collaborate with the CSAR division to embed cultural safety approaches to learning health systems, evidence-gathering initiatives, use and application of data, and collaborative decision-making.
- Communicate updates, and recommendations to internal stakeholders, external partners, and senior leadership regularly.

2. Leads strategic initiatives assigned by HSS system leadership that involve data, evidence-generation, research, evaluation, knowledge translation, public participation, and Indigenous engagement to contribute to improved system outcomes including health literacy, health promotion and prevention, and the identification of Indigenous health and wellness priorities.

- Manage and deliver projects with a focus on data collection and generation, literature reviews, inventories, mapping projects, modeling projects, and new theoretical approaches.
- Oversee monitoring, evaluation and reporting on initiatives funded by the Community, Culture, and Innovation division such as the Community Wellness Initiative.
- Work with HSS divisions to support data collection, analysis, rapid learning, evidence synthesis, program evaluation, innovation, quality improvement, and implementation of learning health systems.
- Design systems for data collection, access management, governance, ongoing monitoring, and improvement.
- Establish and maintain data processes and resources to identify and understand community health and wellness priorities.
- Develop an equity lens and evidence-based tools to ensure policies and services address health inequities for Indigenous Peoples, LGBTQ2S+ community, and immigrant and refugee populations.
- Support the data collection and information needs of Primary Health Care Reform, and contribute to division plans for collection, sharing, management, and analysis.



- Support the CCI divisions' contributions to interdepartmental initiatives including Integrated Service Delivery and Anti-Poverty initiatives.
- 3. Builds strategic partnerships and collaborates on HSS initiatives to facilitate the generation of evidence and data needed to address system priorities, information needs, monitoring, and evaluation functions, and support improved access to system data.**
 - Build partnerships and collaborations within and outside the organization to identify opportunities for integration and transformation within the HSS system.
 - Establish partnerships and networks to access leading-edge research, design critical data and system innovations, and initiate studies to address knowledge gaps.
 - Use identified best practices, system data, primary data collection, and collaboration across internal and external partners to develop systems that generate data to address information needs and support evidence-based decision-making.
 - Explore and facilitate opportunities for interdisciplinary learning and training through education initiatives, knowledge sharing forums and communities of practice.
 - Foster collaborative knowledge-sharing partnerships with health research and data organizations including Hotì ts'eeda, Aurora College, and Aurora Research Institute.
 - Build meaningful relationships and work closely with health innovation and research ecosystem partners, including Indigenous communities and community partners.
 - 4. Establishes and manages processes of public participation, Indigenous engagement, and knowledge holder and stakeholder input to inform system priority-setting, primary data collection, policy and service design, and systems learning.**
 - Develop an engagement toolkit for the HSS system to improve and promote respectful engagement processes when working with the public, Indigenous Peoples, and communities.
 - Facilitate the engagement of residents, Indigenous communities, and stakeholders to contribute to learning health systems, identify system priorities, and participate in co-learning and decision-making.
 - Oversee the establishment of wise practices in Indigenous engagement, community-based data collection, and maintaining on-going relationships with knowledge holders, and stakeholders.
 - Design engagement strategies to actively involve clients, HSS system partners, Indigenous communities, and stakeholders in the process of improving healthcare to ensure the HSS system is responsive to client and community needs.
 - 5. Leads the development and implementation of a knowledge translation strategy to improve the translation of research evidence into practice and policy.**
 - Develop structures and processes for translating knowledge and evidence generation by the CCI division into improved policies, programs, and practices.



- Oversee the development and implementation of knowledge translation plans that share research knowledge with HSS staff, Indigenous and community partners, and residents.
 - Manage the implementation of knowledge translation practices and test innovations, wise practices and learning opportunities to support effective changes in health policy or practice, including development of products that address health systems policy, governance, financing and delivery, and healthcare quality improvement projects.
 - Oversee the development of tools and resources to be shared on a platform and the establishment of a Community of Practice for ongoing professional development, knowledge translation, and peer learning.
 - Oversee the development of a Resource Development Guideline to support the creation of culturally meaningful, trauma-informed, healing oriented, and family-centered resources, and to improve informed/shared decision making.
- 6. Manages a team located across the NWT through active guidance, mentorship to foster collective leadership, and makes strategic financial decisions to manage the operations of the unit.**
- Lead annual performance and learning planning process for four direct reports, including collaborative work planning, individual whole-person development plans aligned with aspirations and potential.
 - Oversee the coordination and supervision aspects of day-to-day operational activities of the Learning Health Systems Unit and assume responsibility for budgetary functions, and ongoing reporting.
 - Identify third party funding opportunities to support the work of the unit, and apply for, administer, and report on funding in partnership with the Finance and Administration Officer and other stakeholders.
- 7. Contributes to the efforts of the Community, Culture, and Innovation division by showcasing public service excellence, committing to a continuous practice of self-reflection and whole person development.**
- Implement administrative and financial processes to ensure they are meeting stated deadlines, budget requirements, and deliverables.
 - Complete correspondence, reporting and briefing notes to increase accountability and transparency.
 - Contribute expertise and represent the Community, Culture and Innovation division in internal and external forums, public participation activities, and priority-setting discussions to identify issues and innovative actions required to transform and integrate the HSS system.
 - Foster an environment of community and continuous learning, discovery, joy and solidarity by facilitating and participating in collaborative spaces for divisional staff to carry out day to day work and onboarding.



- Establish and/or participate in local and cross-jurisdictional communities of practice to enhance training, knowledge exchange and translation, scaling, and sustainability of key initiatives.
- Contribute to curriculum development and act as a trainer and facilitator for the promotion and delivery of cultural safety and anti-racism training.
- Provide feedback on a variety of written documents from across the HSS system that reflect anti-racism, social determinants of health, social justice, body sovereignty, health equity and a human-centered design approach
- Develop an awareness of individual positionality within the work, and a commitment to the necessary and ongoing inner and organizational work required to show up meaningfully with humility.
- Showcase a growth mindset and navigate discomfort with curiosity and confidence.
- Seek opportunities to develop and maintain knowledge and practice of Indigenous values and cultures, in a manner appropriate to the individual and position.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

Travel to communities will be required approximately 12 times per year for periods of 3 to 5 days per occurrence.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of learning health systems including principles, data systems, and organizational learning methodologies.
- Knowledge of theories, methods, and best practices in Northern research, health program evaluation, community-based knowledge creation, and ethical conduct of data collection.
- Knowledge of and skills relating to public participation, community engagement, and project management methodologies.
- Knowledge of the social determinants of health for Indigenous peoples.



- Knowledge of colonial impacts on Indigenous peoples in health and social outcomes.
- Knowledge of western and Indigenous approaches to and patterns of public participation, knowledge generation, and research, including an understanding of underlying ideologies.
- Ability to maintain a working understanding of Cultural Safety and Anti-Racism frameworks.
- Ability to research, analyze and synthesize multiple concepts and priorities.
- Reading, oral and written communication skills, including presentations, briefing notes, charts, graphs, reports and publications for a wide variety of audiences.
- Ability to interact, lead, and persuade those with conflicting interests sensitively, tactfully, diplomatically, and professionally at all times.
- Ability to work effectively in small and large groups using project management and leadership skills, program planning and implementation skills, listening and verbal communication skills, facilitation and presentation skills, negotiation skills, team building and relationship building skills.
- Ability to challenge longstanding norms that perpetuate inequities within the workforce.
- 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 research-based post-graduate degree in health sciences, social sciences, or related specialization with a focus on Indigenous people's health and wellbeing, and five (5) years of experience working in health, wellness, data, research, policy, governance, community development, or related programming; including one (1) year of supervisory or team lead experience.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Membership in the Canadian Evaluation Society.

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: Indigenous Language - Not Specified

- ☐ Required
☒ Preferred