



IDENTIFICATION

| Department | | Position Title | |
|----------------------------|------------------|--|--|
| Health and Social Services | | Senior Project Manager, MHA | |
| Position Number | Community | Division/Region | |
| 49-15743 | Yellowknife | Mental Wellness and Addiction Recovery/HQ | |

PURPOSE OF THE POSITION

The Senior Project Manager, Mental Health and Addictions (MHA) is responsible and accountable for the strategic planning, monitoring, managing, and delivery of a variety of critical projects within the Mental Wellness and Addiction Recovery portfolio. The Senior Project Manager provides advanced project management expertise to the Director, Mental Wellness and Addiction Recovery and the overall MWAR division. The Senior Project Manager is responsible for projects that range from division specific to departmental in scope, as well as some that cross MWAR within the health and social services system and the Government of the Northwest Territories, including other GNWT departments, and at time Indigenous organizations and NGO's.

SCOPE

Since 2013, the NWT health and social services system has been engaged in a strategic renewal process. This began with System Transformation, a multi-year, community engagement-driven process to develop a model for an integrated health and social services system. The resulting changes to the system's governance structure have enabled a one-system approach, allowing for greater efficiency and integration while better respecting the unique contexts and strengths of the NWT's distinct regions and cultures.

Building off the results and momentum of System Transformation, the strategic renewal effort has now begun a process of Primary Health Care Reform to shift the system and its care models towards a team and relationship based approach that is driven through public participation, community feedback and data, and built upon a foundation of trust and cultural safety. Using a community development approach, we are changing the way we work with people and communities, at every level of the health and social services system, to enable

public participation in priority setting, planning, and design that integrates the social determinants of health.

The integration of mental wellness and addiction recovery is an important component of ongoing system transformation and reform.

The legacies of colonization and residential schools have impacted Indigenous health outcomes and the way health and social services are delivered and accessed.

MWAR divisional staff are expected to honor and promote a culturally safe environment at all times and to interact with clients and families, community members, partners and colleagues in a tactful, respectful and humble manor that is free of racism and discrimination.

The Senior Project Manager, MHA is one of four (4) positions reporting to the Director, Mental Wellness and Addiction Recovery (MWAR), along with the Manager, MHA Quality and Integration; Manager, MHA Strategic Programs; and Administrative Assistant. The division includes responsibility for Mental Health and Addictions and Family Violence, and adheres to all relative legislation, including the *Mental Health Act*.

Mental health and addictions programs include community mental health planning, counselling services, residential and community based addictions programming (assessment, referral, treatment and aftercare) and On the Land programs. The division is also responsible for family violence prevention and intervention, as well as a variety of mental health and addiction awareness and prevention initiatives.

The division sets MWAR policy and practice standards, provides risk management and quality assurance, monitors and evaluates program performance, and collects, analyses and reports on the achievement of program outcomes. The Senior Project Manager plays a key role in ensuring that the division and its units achieve their objectives in an efficient and effective manner. The Senior Project Manager has the authority, accountability and responsibility to plan, develop, manage, coordinate and evaluate critical projects that are strategic to MWAR. The incumbent is also assigned operational projects that bridge the responsibilities of each unit, that are driven by political priorities, and that are required in response to department-level and system-level initiatives.

The Senior Project Manager applies advanced project management methodology including, but not limited to, project planning, design and execution, risk management and contingency planning, communications management, and monitoring and evaluation strategies, to ensure the successful completion of time-sensitive projects within the division. In meeting the mandate of the position the incumbent will be required to regularly work with divisional managers, with senior management from other divisions within the Department, with senior management in other Departments, and with senior management within the health and social services authorities. The incumbent will also interact with community leaders, Indigenous governments and with non-government organizations.

The Mind and Spirit Mental Health and Addictions Strategic Framework was introduced in 2016 and guides project management work. This framework focuses on four key directions:

- A Focus on Prevention and Early Intervention.
- A Recovery-Oriented System.
- Personal Experience and Outcomes.
- A Whole of Government Approach.

There are two detailed action plans that flow from this framework: the Child and Youth Mental Wellness Action Plan released in 2018 and the Mental Wellness and Addiction Recovery Action Plan released in 2019. This position will have a direct impact on these actions and the Department of Health and Social Services and will be accountable for using a collaborative and integrated approach, which requires extensive consultation, significant ability to inspire, influence and persuade others, and clear and frequent communication with stakeholders who may have conflicting interests and perspectives. This collaboration is required in decision-making and problem-solving across the Department and the Health and Social Services System which includes the Northwest Territories Health and Social Services Authority (NTHSSA), Tlicho Community Services Agency (TCSA) and Hay River Health and Social Services Authority (HRHSSA).

RESPONSIBILITIES

1. The Senior Project Manager plans, designs, executes, and evaluates critical projects for the MWAR division and units within the division.

- Develops project charters, defines project goals and objectives, defines activities, tasks and deliverables, determines sequencing and timelines, defines project outcomes, establishes evaluation frameworks and creates work plans;
- Builds and leads project teams, monitors and documents progress, troubleshoots and resolves issues, and advises senior management on progress;
- Provides expert advice and issue management to project teams;
- Mentors and guides staff in strategic thinking, planning and project execution;;
- Adjusts workflows to meet competing priorities and to respond to emerging needs;
- Collaborates and coordinates with the other Managers;
- Conducts research and analysis to establish benchmarks and to identify leading practices;
- Ensures that communications flow effectively within project teams, across division units and to senior management;
- Evaluates project outcomes.

2. Manages and coordinates projects that bridge across the MWAR portfolio, the Department, the Health and Social Services System and the Government of the Northwest Territories.

- Acts to support the Department's mission and goals; makes choices and sets priorities to meet Departmental needs that fit with organizational objectives;
- Coordinates and manages legislative and policy projects and strategic initiatives of major significance to ensure the overall success of MWAR, DHSS, the HSS System and GNWT:

- Along with the Managers, compiles, analyses and reports on program statistics and outcomes;
- Provides practical guidance and an experienced "sounding-board" for divisional staff in carrying out their day to day work within the Department.

3. Provides expert project management advice and expertise, and practical guidance and supports to MWAR staff.

- Remains current on related programs and models, to interpret for the Department the implications of policies in other jurisdictions, other GNWT departments and central agencies;
- Develops long-range plans, programs and strategies within the context of MWAR responsibilities;
- Collects and reviews statistics and other information related to MWAR to assess modifications and make recommendations for improvements to program delivery;
- Provides advice to senior officials concerning urgent and emergent issues and related public policy matters;
- Assists program staff in navigating projects through the complexities of public service review, approval and decision making processes;
- Models and encourages best practice in the areas of project management and program development;
- Reviews reports, publications and websites to collect information about accountability and performance management initiatives, policies, systems and other processes in other jurisdictions and recommends implementation in the NWT where feasible;

4. Provides expert project management advice and support to the MWAR Division management, Department senior management, health and social services authorities, and multiple external partners.

- Researches, compiles and analyses information and data in order to draft Ministerial statements, Cabinet information Items, correspondence, briefing notes and reports;
- Researches, compiles and drafts formal submission to Cabinet, Financial Management Board, and Executive Committee;
- Prepares confidential correspondence and reports in a timely manner relating to quality assurance or clinical practice concerns, questions and complaints raised at a political level including options papers, briefing notes and reports;
- Develops internal policies, guidelines, standards and reporting systems as required;
- Contributes expertise in meetings and discussions identifying issues and actions required to complete divisional assignments;
- Suggests new guidelines, policies or modifications in order to reform the nature of the work;
- Prepares business cases to support recommendations to support new investment, identifying all costs (i.e., development, training, hardware, Infrastructure)
- Identifying or forecasting tangible and intangible benefit (including cost reduction, cost avoidance, revenue generation) and presenting the information to the Director, MHA in a condensed form.

5. Manages contracts and contribution agreements.

- Working with the Managers, develops and drafts Requests for Proposals and Contribution Agreements;
- Manages the Request for Proposals process;
- Chairs selection committees;
- Manages contractor performance for effectiveness and efficiency, manages risk and ensures product quality, evaluates contract outcomes;
- Consults, advises, liaises with and supports contribution recipients;
- Manages contribution recipient performance for effectiveness and efficiency, manages risk and ensures product quality, evaluates contribution outcomes;
- Provides performance and financial reports to the Director, MWAR and other Senior Managers.
- Develops effective communication strategies and materials in order to keep working groups and management informed and aware of issues.
- Develops communications protocols and strategies that are appropriate to and in accordance with the Division's priorities;
- Conducts open communication among all partners and assists MWAR and Department personnel to meet their communication needs;

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual demands.

Sensory Demands

No unusual demands.

Mental Demands

No unusual demands.

KNOWLEDGE, SKILLS AND ABILITIES

- Demonstrated leadership skills are required. The incumbent must have proven project and team management, knowledge and skills, and the ability to concurrently lead or coordinate multiple and diverse projects.
- The incumbent must have superior project planning, communication, and presentation skills.
- A high level of adaptability, and initiative combined with the commitment and enthusiasm necessary to ensure that projects and programs are aligned.

- A solid understanding of the health care system and the delivery of mental health and addictions services are critical to the success of this position.
- Expert and specialized knowledge of priority issues and strategies;
- Knowledge of legislation impacting the MWAR Division, including the *Mental Health Act*, and other governmental legislation;
- Understanding of the broad range of health and social services provided in the NWT along with the legal and legislative processes;
- Knowledge and direct experience conducting research and the development of policies and standards in a social services field;
- Demonstrated ability to manage organizational resources that focus on results and outcomes;
- Knowledge of the GNWT strategic plans, action plans and frameworks;
- Strong communication (verbal and written) and interpersonal skills;
- Knowledge of both theoretical and practical aspects of project management;
- Experience in strategic planning;
- Ability to think analytically, strategically, and conceptually;
- Ability to define the scope and requirements for diverse concurrent projects
- Leads, develops and manages projects through all phases, including problem definition and solving, research design and development, consideration, implementation and selection of alternative strategies, including opportunities for practice improvement, efficiencies and innovation to improve program delivery;
- Ability to affect or alter the actions and activities of colleagues and senior managers utilizing effective communication skills within an interdisciplinary team environment;
- Recognize and respond to Departmental needs in order to inspire confidence;
- Ability to work effectively in small and large groups;
- Knowledge of northern health and social systems and structures;
- Experience in planning and organizing;
- Demonstrated conflict management and negotiation skills; and
- Proven adaptability and stress tolerance.

Typically, the above qualifications would be attained by:

The knowledge, skills and abilities outlined above would generally be acquired through completion of a Bachelor's degree in a health and/or community services field, project management diploma or certification, and 5 years related employment experience. Experience living and working in a cross cultural environment is an asset.

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 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