



IDENTIFICATION

Department		Position Title	
Health and Social Services		Project Manager, Seniors and Continuing Care Services	
Position Number(s)	Community	Division/Region(s)	
49-15787	Yellowknife	Seniors and Continuing Care Services/HQ	

PURPOSE OF THE POSITION

The Project Manager, Seniors and Continuing Care Services (SCCS) is responsible and accountable for managing the strategic planning, monitoring and implementation of various small to medium size complex health services projects throughout Seniors and Continuing Care Services (SCCS) division of the Department of Health and Social Services (DHSS).

SCOPE

The Project Manager, SCCS position will report to the Director, Seniors and Continuing Care Services and is responsible for providing overall project management, coordination, monitoring, and support to innovative projects within the division and Health Programs Branch. The position will be responsible for multiple innovative projects across the SCCS portfolio, including: the Office of the Public Guardian, the Seniors Affairs Unit, and the Services for Persons with disabilities Unit.

The design, development and implementation of Seniors and Continuing Care Services (SCCS) Projects are territorial initiatives which are defined in the Mandate of the GNWT; DHSS Strategic Plan, Caring for Our People (2017-2019); and Our Elder: Our Communities Strategic Framework (2014, Continuing Care Services Action Plan (2017-2022) and the NWT Disabilities Action Plan (2017-22).

The position involves working individually and concurrently on multiple projects of varying complexity that involve several or all health and social services authorities. The incumbent will complete many of their tasks by leading teams and consulting with stakeholders. For example, the Project Manager, SCCS will work closely with internal and external stakeholders within the Department and the three Health and Social Services

Authorities: the Northwest Territories Health and Social Services Authority (NTHSSA), Hay River Health and Social Services Authority, (HRHSSA) and the Tłıchǵ Community Services Agency (TCSA).

The Project Manager, SCCS has broad latitude in the management and conduct of the projects he/she undertakes. Supervision is provided at milestones. The Project Manager and the project teams are guided by strategic and operational objectives of the GNWT, the Department, and the Seniors and Continuing Care Services division.

The Project Manager, SCCS plays a critical role in keeping the division's projects on track; and ensures a coordinated and consistent approach to all activities; and actively monitors projects to provide progress reports related to schedule, budget and quality of deliverables. The Project Manager is also responsible for reporting requirements as laid out by respective project funding agreements, and/or evaluation management plans.

The Project Manager, SCCS will facilitate meetings to explore options for reducing gaps and addressing barriers to providing equitable access to safe, culturally responsive and responsive programs and services for seniors and elders to lead active and independent lives.

The Project Manager, SCCS is accountable to develop and provide solutions as part of their assigned territorial projects. Once defined and solutions are approved, the Project Manager, SCCS is responsible to work with the appropriate DHSS, GNWT, and HSSA staff responsible and their teams to ensure solutions are implemented.

The Project Manager, SCCS applies project management methodology including, but not limited to: project planning, risk management and contingency planning, communication, monitoring and project and program evaluation techniques to ensure that implementation of projects are done efficiently and effectively; and the outcomes meet all project requirements.

RESPONSIBILITIES

1. Coordinates and manages the development of Seniors and Continuing Care Services small to medium sized project implementation plans for the NWT Health and Social Services System.

- Works with partners across the Health and Social Services System and other GNWT Departments as appropriate to identify current processes and challenges.
- Researches best practices and recommend benchmarks to ensure compliance with best practices.
- Where no precedence, best practice or benchmark exists seeks and coordinates expertise to develop and advance the project and recommend option(s).
- Conducts systematic review(s) of the literature, previous recommendations, and existing programming and strategies from other jurisdictions to inform and support decision making.

- Coordinates and facilitates input as required from appropriate stakeholders and key partners across the HSS system to identify current processes and challenges.
 - Evaluates and analyzes data to identify trends or issues; provides information and proposes solutions effectively to support management and business operations.
 - Provides strategic advice, support and facilitation to HSS Senior Management regarding improvements to Services for Seniors and Persons with Disabilities.
 - Develops detailed implementation plan(s) and schedule(s) for review and approval by HSS Senior Management.
 - Oversee the work progress of each initiative and manages the work schedule.
 - Ensure strategic initiative projects are accurately tracked and reported on.
- 2. Coordinates and manages implementation of Seniors and Continuing Care Services small to medium sized projects to ensure that statements of work and activities are consistent with approved objectives, milestones and deliverables and schedule.**
- Develops required project charters and establishes processes for change orders.
 - Develops work plans, oversees completion of tasks, activities and deliverables.
 - Contributes to the development and implementation of a communication plan in collaboration with DHSS Communication Unit; and ensures it is successfully implemented.
 - The communication plan will include stakeholder analysis to identify the communication needs and preferences of each stakeholder group.
 - Identify key areas of communication needs for each project and develop communication plans.
 - Work collaboratively with stakeholders, including the NTHSSA, HRHSSA and TCSCA, and other government agencies to ensure the communication plans have accurately targeted and delivered clear messages.
 - Oversees the work progress of each area of the plan and manages the work schedule.
 - Contributes to the development of the communication strategy and ensures it is successfully implemented.
 - Ensures that all Department and interdepartmental activities are accurately tracked and reported on.
- 3. Coordinates all activities required to govern, manage and administer assigned Continuing Care Services small to medium sized projects on an ongoing basis.**
- Develops terms of reference.
 - Develop organizational structure options for approval.
 - Prepare Job Descriptions for approval.
 - Prepare Organizational Charts for review and approval.
- 4. Responsible for coordinating the financial management of assigned projects.**
- Prepares cost estimates for project budgets and allocates resources to objectives and activities.
 - Monitors project expenditures to proactively advise the Director of potential for cost saving or reallocation.

- Develops reports explaining assigned project variances.
 - Develops tendering documents, requests for proposals and contracts.
 - Ensures GNWT financial management procedures are followed.
 - Evaluates contractor performance.
 - Assists in the preparation of Financial Management Board and/or Executive Council submissions as required for assigned Seniors and Continuing Care Services projects.
- 5. Actively coordinates and assists in the development and implementation of project metrics and where appropriate, evaluation frameworks are coordinated in the project plan.**
- Ensures project metrics and reporting mechanisms are in place for each project.
 - As part of the work planning, and where appropriate, works with assigned Corporate Planning Reporting and Evaluation division staff to obtain input into the evaluation frameworks developed to monitor the success of innovative changes.
- 6. Administers and manages contracts and sub-projects.**
- Administers and manages continuing care services innovation project(s) related contracts and sub-projects, including contracts with major organizations, consultants and contractors, as well as individual service contracts as required.
- 7. Supports the division, directorate and/or the Minister through investigating and/or addressing issues, developing correspondence, writing briefing notes, developing submissions or position papers.**
- 8. Works with the Director and provides as appropriate, regular project reporting to the Assistant Deputy Minister and other Senior Managers.**

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual demands.

Sensory Demands

No unusual demands.

Mental Demands

Competing demands around deadlines can lead to some degree of mental stress.

A high level of concentration and attention is essential. Work must be of the utmost level of accuracy. The scope of work can involve politically sensitive issues and tight deadlines with

a high degree of intensity. Decisions often have long range impacts on the health and social services system. These conditions can lead to mental and emotional fatigue and stress.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of legislation, regulations, standards, policies and guidelines impacting the Health and Social Services system.
- Knowledge of project management standards, techniques and methodologies.
 - Note: Small to medium projects or operational areas are where the candidate can demonstrate they have active roles in coordinating projects or leading operational initiatives within a single organizational area. Where someone has an operational role, then advanced training in project management and not just experience would be required to demonstrate project management ability.
 - Includes: Knowledge of project charters and work plans.
 - Knowledge of project management tools and standard software tools for communication and managing schedules.
 - Demonstrated planning, time management, and scheduling skills.
- Ability to manage large and small projects from pre-planning to implementation and evaluation.
- Demonstrated interpersonal, negotiation, collaboration and communication skills.
 - Ability to plan and facilitate the development and coordination of steering committee and working group meetings.
 - Effective human relations and motivational skills to work with staff internal and external to the Department.
 - Demonstrated abilities in developing project communication plans and material for internal and external stakeholders.
 - Excellent writing and presentation skills.
- Demonstrated ability to research, analyze and synthesize multiple concepts and priorities.
 - Ability to synthesize and present data effectively for Senior Management decision-making.
- Experience in managing and overseeing contracts.
- Extensive interpersonal, negotiation, collaboration and communication skills.
 - Demonstrated ability in developing, managing and leading effective project teams.
 - Demonstrated skills with creating and supporting steering committees and creating and maintaining multiple working groups.
 - Demonstrated skills in building relationships within the Department and between Departments/Authorities
- Demonstrated skills in risk, issues and stakeholder management.

Typically, the above qualifications would be attained by:

The knowledge, skills and abilities outlined above would generally be acquired through:

- A bachelor degree in business administration, health or social sciences related field, plus:
- A minimum of four (4) years of progressive planning, analysis and project management experience. Which includes as part of the four (4) years a minimum of:
 - Two (2) years of project management in the Canadian health and social services system, plus
 - Two (2) years of leading the management and implementation of large and complex enterprise projects

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