



IDENTIFICATION

Department	Position Title	
Health and Social Services	Manager, Health Advice Lines	
Position Number	Community	Division/Region
49-15938	Yellowknife	Office of the Chief Public Health Officer / HQ

PURPOSE OF THE POSITION

The Manager, Health Advice Lines is responsible for managing the development, implementation and evaluation of the 811 Health Advice Lines, contract, programs and operations. This position is also accountable for the development and implementation of all programs connected to 811 that are established by the Chief Public Health Officer

SCOPE

Located in Yellowknife, the Manager, Health Advice Lines (Manager) reports to the Senior Advisor, Public Health and is responsible for the operations of 811 Call Centre programs and services. The 811 Call Centre provides an essential service in the public health response to outbreak control and risk management per the advice and recommendations from the Office of the CPHO. 811 provides the public with guidance and advice related to outbreaks and emergency response, in keeping with the recommendations and requirements of the CPHO. During outbreaks 811 may communicate directly with impacted individuals to provide guidance on required actions to respond to the outbreak as well as transfer of health information to health authorities or public health officials.

During a pandemic, the Manager is responsible for overseeing Public Health Officer, Education and Enforcement (E&E) positions, protecting NWT residents, businesses and communities from the pandemic pursuant to the NWT's pandemic response. This position may be called upon to be the communication channel between the Office of the CPHO and individuals, to ensure understanding of public health requirements by all residents of the NWT. The Manager provides guidance, oversight and advice to these Public Health Officers as required through the assigned duties by training, scheduling and supervising staff, and managing resources and equipment required for compliance activities.



The Manager plays a key role in working with other divisions and departments to coordinate the government's response to pandemics to ensure a consistent, efficient, and effective response. The incumbent gathers input and information from community residents, businesses, NGOs, Indigenous governments and other government departments to ensure the Government of the Northwest (GNWT) is providing an efficient and coordinated pandemic response.

The Manager is part of the NWT's response to emergencies, and is required to monitor, evaluate, and review the government's pandemic -related programs and services, to identify emerging needs and options to address issues, in collaboration with other government departments and authorities, stakeholders, public health experts, management and frontline delivery staff. The incumbent works closely with the Office of the CPHO and Public Health to assist, and guide callers to the appropriate resources.

The position may be required to directly address higher level complaints, respond to Ministerial or Members of Legislative Assembly (MLA) correspondence and draft briefing materials.

RESPONSIBILITIES

1. Manage the development, implementation, monitoring and evaluation of the 811 Call Centre programs and services.

- Coordination: research, analyze best practices and promote stakeholder engagement with the 811 Call Centre, and other NWT's public-facing response teams supporting public health requirements and guidance issued by the CPHO.
- Manage the procurement process and liaise with vendor for 811 contract(s).
- Guide the enhancement of the call centre, including additional NWT staffing, training, equipment acquisition, setup, and maintenance.
- In collaboration with information specialists, develop and implement the necessary tools, including information systems, technology, or applications, to meet operational needs.
- Ensure communications, resources and information about 811 services and functions are current, accurate, and are updated in a timely basis through effective liaison with communications staff and other officials and offices as required.
- Conduct quality assurance reviews on all business processes, including lines of business that intersect with other government activities in order to ensure information that is shared through the call centre is up to date, and educational information to the public from all parties is current.
- Collect relevant statistical and qualitative data for performance reporting.
- Identify gaps and needs of the 811 services and pandemic response and find and implement solutions or redirect to appropriate authority.
- Evaluate and escalate response requirements to other agencies that may come to the Office, as it pertains recommendations of the Office of the CPHO.



- Provide mechanisms for oversight and compliance on information management and protection of privacy requirements.
- 2. Manage staff assigned as Public Health Officers, responsible for education / guidance / regional operations and program delivery.**
 - Oversee the development and implementation of the NWT public health education and enforcement procedural framework and supporting procedures, standards, and other educational front-line resources.
 - Manage involvement of Public Health Officers, E&E in the GNWT's pandemic response in a community or region.
 - Oversee and participate in promotion and awareness of the public health measures of the NWT in response to pandemics and outbreaks and communicate information and updates to all relevant community stakeholders.
 - Maintain files, collect information and provide status updates, feedback and advice obtained from communities to the Senior Advisor, Public Health.
 - Conduct periodic reviews and analysis of cases and incidents to determine trends, system deficiencies and opportunities to improve.
 - 3. Collaborate with other GNWT departments and external parties to help coordinate programs and services in response to COVID.**
 - Support the NWT's outbreak response in partnership with local community governments, community stakeholders, Indigenous Governments and the Department of Municipal and Community Affairs (MACA) Emergency Management Organization (EMO) and the Royal Canadian Mounted Police (RCMP).
 - Work with MACA EMO, communities, and other agencies, to monitor, evaluate, and review the government's emergency response programs and services, to identify emerging needs and options for service improvement.
 - 4. Manage staff and resources and ensure business continuity of program operations.**
 - Identify human resource, infrastructure, and financial requirements of 811 and Public Health Officer E&E services, and take steps to procure and establish those resources.
 - Ensure operational continuity of the Office, including services to the public as per stated office hours.
 - Participate in staffing Public Health Officer E&E positions, orient and supervise staff, and manage performance, including staff development and imposing progressive discipline if necessary when operations are stood up.
 - Supervise, motivate, and mentor direct reports and establish performance management process.
 - Plan, manage, and monitor financial resources in accordance with government statutes, regulations, policies and directives.
 - Monitor and support training of Public Health Officer E&E staff.



- Ensure scheduling of 811 services and Public Health Officer, E&E positions provide appropriate coverage for operations.
- Ensure all appropriate health and safety measures for the Office are understood and followed by all staff.

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 policy and procedures development, project planning, program evaluation and research techniques.
- Knowledge of computer software for word processing, spreadsheets, graphics design, presentations, electronic mail, and Internet research.
- Knowledge of and/or the ability to acquire and apply knowledge of territorial government structures within the context of emergency preparedness and response in the NWT.
- Knowledge of standard public relations practices and strategies.
- Organizational and supervisory skills; ability to manage teams in a dynamic setting.
- Skilled in rapid development and updating of procedures and protocols at short notice.
- Project management skills and abilities.
- Verbal and written communication skills.
- Facilitation skills with attention to detail.
- Ability to determine and clarify problems and solutions via effective research and consultation with stakeholders.
- Ability to advance projects and processes for quality assurance and consistency.
- Ability to work in a highly collaborative, team environment.
- Ability to interpret and administer statutes and regulations.
- Ability to think quickly, handle multiple responsibilities and use initiative.



- 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 post-secondary degree in Social Science, Community Development, Project Management or Business Administration, combined and five (5) years of relevant experience including one (1) year of supervisory or team lead experience.

Equivalent combinations of education and 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