IDENTIFICATION

Department	Position Title	
Health and Social Services	Project Officer, Information Services	
Position Number	**Community**	**Division/Region**
49-17380	Yellowknife	Information Services / HQ

PURPOSE OF THE POSITION

The Project Officer, Information Services is responsible to coordinate the activities of the Information Services division, in collaboration with internal and external stakeholders, to ensure the effective delivery of the electronic Health and Social Services Systems (eHSS Systems) portfolio and initiatives. This role coordinates the development and distribution of process materials, guidelines, standards and procedures for use by the Northwest Territories Health and Social Services Authority (NTHSSA), Hay River Health and Social Services Authority (HRHSSA), Tlicho Community Services Agency (TCSA) and the Department of Health and Social Services (DHSS).

The Project Officer provides financial and administrative support to the Information Services division as part of eHSS planning and implementation in support of delivery of Health and Social Services programs across the territory. This includes agreements with non-government organizations and funding allocated for eHSS initiatives to Health and Social Services Authorities.

SCOPE

Located in Yellowknife, the Project Officer, Information Services (Project Officer) reports to the Manager, Informatics Strategy, and works in close collaboration with Project Managers, financial divisions, other unit Managers and staff, and staff across the territorial Health and Social Services (HSS) system to coordinate project activities related to strategic eHSS priorities.

The eHSS Systems are complex platforms, blending enterprise-wide eHSS information and communication technologies, case management tools and digital program solutions, as well as integration with medical equipment and devices. The Information Services division is accountable for multiple complex and concurrent eHSS Systems project and/or program budgets that have a total value between $15 and 20 million.

The Project Officer provides support to the Information Services division by performing research activities in support of divisional and territorial projects and presenting the results of the research to the units. This work will be carried out in accordance with departmental goals and strategies, the territorial eHSS Strategic Roadmap, as well as Government of the Northwest Territories (GNWT) legislation and departmental policy.

The Project Officer communicates regularly and directly with healthcare, informatics staff and other professionals, in person, by phone and in writing. The Project Officer collaborates with staff in the DHSS, HRHSSA, NTHSSA, TCSA, and other non-government organizations, and must be able to communicate and work effectively with a range of stakeholders.

This position provides support and coordination to various eHSS committees and advisory groups. These groups support various health information initiatives, including information changes and information system projects. The incumbent develops and maintains documents and systems for monitoring, reporting, planning and evaluation of individual group objectives. Analysis and recommendations based on these documents will directly impact the eHSS information framework and governance.

Sustained listening may be required when scribing lengthy meetings, workshops or consultations to understand and document needs, risks, issues and action plans. Work activities often involve uncontrolled interruptions and complex material.

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-Indigenous racism in Canada. In health and social services settings, present day anti-Indigenous racism or systemic racism, impacts access to services, quality of care and health outcomes for Indigenous peoples. This 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 anti-Indigenous racism and promoting cultural safety and anti-racism. Department of Health and Social Services (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 in order to develop and maintain ongoing and trusting relationships.

RESPONSIBILITIES

1. **Provide support to advisory committees and working groups established to achieve the priorities of the Information Services division and Health and Social Services territory-wide (HSS).**

- Prepare progress reports for advisory committee(s) and senior management.
- Complete quarterly reporting for senior management that includes risk and decision statuses, and project progress reports.
- Track the financial data of projects for the unit and conduct basic analysis and data insights.
- Create and develop financial variance reports for review by others.
- Deliver on project tasks as requested by Business Analysts, Project Managers, consultants, management, or other stakeholders within the unit, DHSS, HRHSSA, NTHSSA and TCSA.
- Work closely with the Communication Unit to update web pages, and develop materials such as process descriptions, initiative overviews, surveys, etc.

2. **Develop and maintain systems, tools and processes for supporting and monitoring eHSS planning and strategic priority projects and initiatives.**
   - Collaborate with stakeholders across HSS to develop new or enhanced process documentation to support eHSS planning and projects.
   - Support and train staff on the processes to ensure information and data is usable and accurate.
   - Facilitate the activities of the various eHSS committees and working groups to support informed health informatics planning.
   - Provide general information on the eHSS planning and project processes to DHSS, NTHSSA, HRHSSA, and TCSA stakeholders engaging with the Information Services division.
   - Maintain a repository of documents for purpose of reporting, monitoring, and evaluating various financial, planning and project efforts.
   - Provide support to the Manager in monitoring planning, progress and risks by synthesizing data and information from various sources.

3. **Conduct research and analysis on a variety of subjects to support projects and initiatives across HSS.**
   - Research and gather relevant, credible information on the assigned topic or issue using a variety of research methods and tools (inter-jurisdictional scans, web- based research engines and tools, document review, etc.).
   - Synthesize data and information into reports to inform program planning conclusions. These reports might include literature reviews, bibliographies, decision papers, options papers, etc.
   - Support the division, directorate and/or the Minister through investigating and/or addressing issues, developing correspondence, writing briefing notes, developing submissions or position papers.

4. **Support the overall work and objectives of the Information Services division and HSS by ensuring accurate, up-to-date, and thorough content and communication on guidelines and protocols.**
   - Provide feedback on a variety of written documents, reports, etc.
   - Maintain awareness of national and territorial legislation, protocols and guidelines relevant to eHSS standards, and policies.
   - Conduct literature searches to gather relevant information needed to develop and update eHSS planning and project processes.
   - Prepare presentation material (PowerPoint slides, etc.) for use by staff in Information Services division.
   - Participate in departmental/interdepartmental working groups and committees as required.

5. **Support the financial administration of contribution agreements, including 3rd party agreements and project budgets.**
   - Assist with preparing contribution agreements and project budgets and monitoring of expenditures on a regularly scheduled basis and/or as requested by the Chief Information Officer (CIO) and Managers within the Information Services division.
   - Using the GNWTs System for Accountability and Management (SAM) financial system prepare expenditure reports for the Managers who use the information to monitor and prepare variance reports in order to proactively advise the CIO of any potential for cost savings or reallocation and develop reports explaining any variance with the established budgets, resources and schedules.

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

- Knowledge of program development and project management practices.
- Knowledge of project management concepts and principles.
- Knowledge of and/or the ability to acquire knowledge of health and social services particularly as they relate to work in remote and predominantly Indigenous communities.
- Ability to acquire knowledge of, and implement, GNWT and Departmental policies and procedures in a government setting.
- Ability to conduct research, analysis and provide recommendations based on program requirements.
- Organization and time management skills and the ability to complete tasks/projects on time through routine planning of own work and organization of resources. ,
- Skills relating to process and continuous improvement.
- Accounting and financial administration skills.
- Ability to acquire and apply knowledge of the GNWT *Financial Administration Act* Guidelines and Procurement Protocols.
- Ability to synthesize data and information into reports to inform program planning conclusions.
- Ability to track the financial data of projects for the unit and conduct basic analysis and data insights.
- Communication and presentation skills (oral and written).
- Facilitation and presentation skills.
- Computer software skills including Microsoft Word, Outlook, and Excel.
- 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 degree in administration or project management, and two (2) years of relevant experience providing support to a senior management team.

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