



IDENTIFICATION

Department	Position Title	
Health and Social Services	Manager, Planning, Reporting and Evaluation	
Position Number	Community	Division/Region
49-2827	Yellowknife	Corporate Reporting, Planning and Evaluation

PURPOSE OF THE POSITION

The Manager, Planning, Reporting and Evaluation is responsible for providing leadership and vision related to three essential management functions for the NWT Health and Social Services System: strategic and business planning, system performance, accountability and risk management, and research and corporate reporting functions.

The results of these activities include the timely production of annual business plans and strategic plans to guide the development and delivery of health and social services for the people of the NWT and the establishment and management of research and analysis to assist in the monitoring and forecasting of health, social, economic and demographic conditions and to facilitate needs assessment and demand forecasting for social services and health programs. This also includes monitoring system performance to ensure effectiveness, efficiency and that all accountability requirements of the Minister of Health and Social Services are carried out.

SCOPE

Located in Yellowknife, the Manager, Planning, Reporting and Evaluation, reports to the Director, Corporate Planning, Reporting and Evaluation. Reporting to the incumbent is staff within the Planning, Reporting and Evaluation Unit: a Senior Risk and Performance Analyst, Research Coordinator, a Social Demographer, a Senior Health Analyst, and Intern. The Manager is responsible for managing these staff in accordance with the provisions of the Collective Agreement and the principles and procedures laid out in the GNWT Human Resource Manual. The Manager has wide latitude in setting Unit priorities, assigning work, and establishing deadlines.

This position, and the Planning, Reporting and Evaluation Unit which the incumbent manages, is responsible for creating and overseeing effective accountability mechanisms for the planning, delivery and evaluation of health and social services throughout the Northwest Territories. The impact of the activities undertaken by the Manager and staff of the Planning, Reporting and Evaluation Unit are felt across all branches and divisions within the Department, and among all Health and Social Services Authorities and the hospitals, clinics, and health and social service centres and facilities which they operate.

The Manager must maintain a broad understanding of Departmental management functions, operational support requirements, and the administrative and program and service delivery needs of the Authorities, the legislative and policy framework underlying health and social services, and the priorities established by the Legislative Assembly, Cabinet and the Minister.

In collaboration with the management and executive of the Department and Authorities, the Manager leads the development of the annual business plan for Health and Social Services, reflecting a budget in excess of \$300 M and a deployment of over 1,100 full time positions. In collaboration with the management and executive of the Department and Authorities, the Manager supports strategic planning activities that set priorities, overall directions, and medium- to long-term goals and objectives for health and social services throughout the NWT. The Manager is also responsible and accountable for managing system-wide risk management functions and ensures effective processes are in place by establishing policies, practices, and other control mechanisms to manage risks.

The Manager is responsible for developing and maintaining system-wide capacity to undertake regular performance measurement and evaluations, as appropriate, designed to measure and report on the efficiency and effectiveness of programs and services. The Manager is also responsible for leading the production of annual performance measurement reports, including the business plan results reports and reports on the performance of the health and social services system. These activities involve close collaboration with Authorities and with non-government organizations delivering health and social services, as well as provincial and federal colleagues.

The Manager is responsible for championing excellence in health and social services related research through providing expertise, leadership, and vision across the NWT Health and Social Services System and ensuring that research results are shared for maximum impact. This is accomplished through leading development and maintenance of a comprehensive research agenda that entails brokering arrangements across and outside the government.

RESPONSIBILITIES

1. Leads the development of the annual business plan.

- Oversee and direct staff in the distribution of instructions for the preparation of the annual business plan, and consult with managers as required;
- Develop the schedule and tasks required to complete the business planning process;
- Oversee and coordinate the collection of, and compile management unit input into the business plan;

- Oversee necessary research and write the environmental scan in support of the business plan;
- Draft the business plan submission for review and approval by Executive Committee

2. Responsibility to lead system-wide strategic planning activities.

- Responsible for ensuring strategic planning methodologies and approaches reflect leading practice and best meet the needs of the HSS System
- Responsible for leading the identification of issues through comprehensive environmental scans and stakeholder engagement
- Responsible for developing and leading stakeholder engagement plans to ensure planning documents reflect stakeholder views and issues and to garner support for strategic priorities and direction
- Lead the development and maintenance of a methodology and cycle, for regular review and revision to the system Strategic Plan;
- Lead regular system-wide reviews of the Strategic Plan;

3. Manage, coordinate and support evaluation strategies designed to assess the effectiveness and efficiency of health and social programs and services.

- Develop standards, guidelines and procedures for program/service evaluations;
- Support and assist other management units (Department and Authority) in the development and implementation of evaluation strategies for new program/service initiatives;
- Develop and test training modules in the application of evaluation strategies and procedures;
- Lead client/patient engagement activities to inform/measure how well the health and social services system is meeting the needs of its residents.

4. Lead the development of a comprehensive risk-based performance monitoring framework to ensure evidence-informed decision making and resource allocation, continuous quality improvement, and increased accountability within the health and social services system.

- Develop a performance measurement framework in support of system-wide results reporting;
- Identify the indicator set that will form the basis for system-wide (community, region and territorial performance reporting);
- Continuously employ innovative methods of publicly communicating performance results of the health and social services system;
- Provide accurate, timely and useable information essential to the surveillance of population health and social wellbeing, including demographic, social, educational and other determinants of health and wellness;
- Direct the design of system surveillance and statistical models to provide trend analysis and forecasting capacity on particular health *and* social variables.

5. Lead the development and implementation and monitoring of a comprehensive Health and Social Services Risk Framework.

- Develop a comprehensive risk management strategy;
- Create a culture of risk management in the department of instituting a collective and common vocabulary of basic risk terms and principals;
- Lead annual risk assessments to ensure that all divisions are continually identifying, analyzing, and prioritizing risks as per the GNWT Enterprise Risk Management Framework;
- Provide ongoing risk management training;
- Continually improve and monitor departmental risks and integrate the ERM Framework into the business planning at the department;
- Oversee and ensure that high risks and their mitigation plans are included in annual business and work plans;
- Report on a regular basis.

6. Advance the HSS Research Agenda and the GNWT's Knowledge Economy

- Lead in the development of processes to identify system research needs to support innovation in HSS;
- Brooker relationships with Universities and Researchers to support the research needs of the HSS system;
- Partner with Hotii'ts'eeda, Universities and researches to identify funding opportunities;
- Increase capacity for the NWT to apply for and be successful in research funding to support innovation and evidence informed decision making;
- Continue to communicate research needs in the north and advocate for increased research investment to support innovative new approaches in: service delivery models, innovation in technology, and culturally appropriate methods, strengths-based innovations that could be tested/piloted utilizing rapid deployment and implementation science methodologies.

7. Manage the human and fiscal resources of the Planning & Reporting Unit in order to meet divisional and departmental goals and objectives.

- Assign work, set priorities and deadlines, and motivate and monitor staff performance;
- Manage HR functions, including leave and attendance, staffing actions and performance reviews;
- Manage Unit expenditures, complete variance reports and prepare annual budget submissions.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual demands.

Sensory Demands

No unusual demands.

Mental Demands

Periods of intense concentration will be required on a daily basis, and mental and emotional stress can be expected as a result of managing in a diverse organization with often competing and conflicting issues and priorities.

KNOWLEDGE, SKILLS AND ABILITIES

- Specialized knowledge of the principles and methods of strategic planning.
- Knowledge of the principles and practices of project management.
- Knowledge of the principles and practices of evaluation.
- Knowledge of the principles and practices of performance measurement.
- Excellent ability to perform both as a team leader and as a team member.
- Excellent ability to lead, motivate and counsel staff.
- Excellent ability to organize and prioritize work, managing competing demands and tight deadlines.

Typically, the above qualifications would be attained by:

This level of knowledge, skill and ability is typically acquired through the completion of a post-graduate degree in the health or social sciences, health information, epidemiology or a related discipline with 5 years of progressively more responsible experience in public administration, program design, and program evaluation.

An appreciation for the complex interplay of political, economic and social forces at work in the NWT, as well as a thorough understanding of the determinants of population health are essential ingredients to success in this position.

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