IDENTIFICATION

Department	Position Title	
Health and Social Services	Manager, Informatics Strategy	
Position Number	**Community**	**Division/Region**
49-5731	Yellowknife	Information Services / HQ

PURPOSE OF THE POSITION

The Manager, Informatics Strategy is responsible for the strategic development and planning of electronic Health and Social Services Systems (eHSS Systems) information and communications throughout the territory that supports health and social services system redesign initiatives aimed at sustaining the system.

SCOPE

The Manager, Informatics Strategy (Manager) is located in Yellowknife and reports to the Chief Information Officer (CIO). The Manager is accountable for enterprise wide eHSS Systems business strategies and planning and provides expert level policy and planning services to the Department of Health and Social Services (DHSS) CIO, and the eHealth Strategy Committee. This position is responsible for leading the planning, establishing, monitoring and evaluating of the transformation and integration of eHSS Systems within the Health and Social Services (HSS) System.

The Manager is a liaison and change agent and collaboratively develops and communicates the Informatics Strategic Plan including the vision, principles, direction, and status with relevant stakeholders. The position devises strategies to ensure long term relationships and maximum utilization and uptake of eHSS Systems information and technologies. The Manager participates in the development, delivery and integration of eHSS Systems services that support the NWT Integrated Service Delivery Model, human resource plans and NWT funding models.

The Manager provides support to the CIO in the analysis and assessment of proposals, projects, and issues.

eHSS Systems are complex platforms, blending enterprise-wide electronic health and social services information and communication technologies, financial business applications, and

information management programs. The incumbent plays a critical role in forming the strategy and direction of the HSS system and its integrity into the future.

eHSS Systems and support services are used on a daily basis by health and social services personnel NWT-wide, Including administrators, planners, analysts, physicians, nurses, social workers, and allied workers. This is the largest and most complex systems network within the GNWT with over 100 systems supporting operations within the HSS environment.

Organizationally, Canada's health system is among the most complex in the world. The Northwest Territories (NWT) health system has added complexity with the inclusion of social services within the health system. The NWT HSS system is undergoing major reform and transformation driven by funding pressures, demographics, public expectations and technology. eHSS Systems are directly utilized in developing Territorial HSS service levels (planning for delivery of HSS programs), infectious diseases outbreak control and monitoring, and diagnoses in provision of medical/social care. Round-the-clock availability of specific eHSS Systems data (diagnostic Imaging, lab results, outbreak detection) to HSS practitioners in DHSS and Health and Social Services Authorities (HSSAs) is vital to the health and well-being of NWT residents.

The Manager, Informatics Strategy collaboratively develops standards and monitoring criteria regarding the administration of eHSS Systems services throughout the territory. The application of standards and monitoring mechanisms are critical to ensure that the services are delivered according to national and jurisdictional standards and best practices. The compliance mechanisms are supported through legislation, accreditation processes, audits, surveys and through agreements with each NWT HSSA, inter-jurisdictional partners, such as Alberta Health Services, southern clinical service providers and third-party funders.

Periodically the incumbent may be required to travel to remote NWT communities which will involve small aircraft.

RESPONSIBILITIES

1. **Lead the development of strategy and policy to support eHSS Systems development across the HSS system.**
   - Provide technical advice and formulates strategies and work plans for the implementation of eHSS Systems.
   - Lead collaborative and concurrent eHSS Systems strategic planning initiatives of varying complexity that involve other Departments, the HSSAs, Alberta Health Services, and third-party stakeholders.
   - Provide authoritative advice and guidance on matters related to eHSS Systems to improve access to the HSS system for the people of the NWT.
   - Provide expert advice to all stakeholders by keeping abreast of Initiatives and issues.

- Participate in the identification and development of solutions which support the long term strategic planning for the uptake of eHSS Systems utilization.
- Make recommendations on the type, the number and the distribution of eHSS Systems that will meet the short-term and long-term needs of territorial residents.
- Provide advice on infrastructure requirements.
- Ensure that eHSS Systems services remain responsive to changing technology, advances in medical practice and the health needs of NWT residents.
- Provide input and recommendations for key system performance metrics.
- Support the division, directorate and/or the Minister through investigating and/or addressing issues, developing correspondence, writing briefing notes, developing submissions or position papers.
- Lead policy development related to eHSS Systems including policy-related submissions, position papers, briefing materials, presentations, reports and communications.
- Develop guidelines to promote capacity building to maintain and implement eHSS Systems solutions.
- Conduct research and analyses related to eHSS Systems driven changes as they affect departmental policy regarding the delivery of services and the utilization of out of territory services.
- Champion an enterprise-wide culture of eHSS Systems interoperability through adoption of systems standardization where possible.

2. **Provide expert advice, systems and materials to support the evaluation of eHSS Systems proposals, activities and initiatives.**
   - Responsible for development and updating of policy, processes, templates, manuals, and guides for eHSS Systems preliminary analysis and business cases within the Health and Social Services System.
   - Coordinate the preparation of eHSS Systems strategies and regular forecasts for operational and corporate reporting within deadlines.
   - Lead the development, implementation and regular production of eHSS dashboard reports, eHSS Systems scorecards and other forms of executive reports for a wide range of audiences including eHealth Strategy Committee, senior management and external stakeholders.
   - Provide expert advice for the consideration of the CIO, Deputy Minister, eHealth Strategy Committee on the design, delivery and expansion of eHSS Systems services to support patient care and service delivery.

3. **Establish and maintain relationships with a wide variety of stakeholders.**
   - Liaise with vendors and service suppliers.
   - Represent HSS by leading and/or participating in eHSS Systems policy groups and forums, task forces, advisory and working groups both within and outside HSS.
   - Represent HSS on National senior level advisory and governance forums.

- Collaborate with, and provides direction to infrastructure and communications partners including GNWT Technology Service Centre (TSC) and third-party contractors regarding development and strategic direction of eHSS Systems.
- Has regular and intrinsic contact with senior departmental and regional HSSA employees, as well as senior managers in other jurisdictions, and third party funders.
- Develop a close working relationship with the senior business/program area leads as well as informatics leads at each of the HSSAs to manage eHSS Systems tactical plans and enterprise wide integration.
- Lead interdisciplinary teams (Project Management Services unit, Information Systems, Information Management unit, vendors etc.) in development of eHSS Systems business cases and preliminary analysis.
- Represent HSS Informatics at the Federal/Provincial/Territorial (FPT) level on various strategic, inter-jurisdictional operations. and standardization and regulation bodies and organizations.
- Develop a communication plan and material related to eHSS services.

4. **Ensure effective risk management processes are in place to support eHSS Systems activities.**
- Lead, support and ensure effective Territory-wide HSS eGovernance is appropriate to manage risk and support eHSS Systems crossing strategic, tactical and operational levels.
- Co-develop, implement, and update eHSS Systems evaluation tools that consider facility accreditation standards, facility management, risk management and quality assurance standards.
- Develop monitoring and reporting systems through researching current Canadian and international eHSS Systems evaluation frameworks and standards.
- Develop an annual report on the provision of eHSS Systems services provided to NWT health and social service clients.

5. **Manage the unit, including employees, budget and financial management, contract management, and overseeing the general operations of the section.**
- Recruit and orient employees, schedule work, monitor work in progress, train and develop staff, conduct regular performance evaluation and take disciplinary action when required.
- Manage the financial resources through budget planning monitoring, reporting and controlling to ensure best value for expenditures made and the receipt of revenue owing.
- Manage services contracts and contribution agreements.
- Evaluate the success in achieving planned results and identifies the need for corrective action in accordance with divisional plans.
- Foster a high quality workplace with a strong commitment to quality and process improvement and patient care focus.

- Develop succession plans and mentorship strategies to ensure direct reports are engaged and encouraged to grow into positions of greater opportunity and accountability.

6. Support effective financial management with the Division.
- Accountable for establishing and managing strategic relationships with products and services providers associated with capital projects. These contracts can be multi-million dollar, multi-year and provide services to the Department, HSSAs, and other GNWT departments.
- Provide direct support and expert counsel to the CIO and eHealth Strategy Committee, and on all eHSS Systems capital projects (15 to 20 million dollars annually).
- Coordinate cost-benefit analysis for future eHSS Systems initiatives and innovations including preliminary analysis requirements and planning;
- Support the preparation of annual IS Division operating budget based on service delivery.
- Identify and apply opportunities for cost reduction/avoidance and/or service enhancement within allocated resources.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

The incumbent experiences competing priorities, politically sensitive issues, and tight deadlines. Decisions often have long-range and/or costly effects.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of and ability to review, evaluate, and provide feedback on all phases of the system development life cycle.
- Knowledge of preparing cost-benefit analyses and budgetary forecasts.
- Knowledge of quality assurance, risk management and data administration.

- Knowledge of leading information gathering and reporting needs through environmental scans and consolidating data into relevant information for presentation.
- Ability to deliver clear, effective and functional presentations appropriate to the specific audience.
- Ability to effectively write and review briefing notes and Ministerial responses.
- Strategic, conceptual and analytical thinking skills, and the ability to relate long-range visions and concepts to daily work environments.
- Interpersonal skills to effectively communicate orally and in writing.
- Critical thinking and decision-making skills.
- Organizational, time management, and project management skills.
- Ability to think analytically and relationally while solving complex problems.
- Ability to provide management guidance in analyzing and diagnosing application and database problems experienced by users.
- Ability to prepare Requests for Proposals (RFPs); evaluate proposals and select contractors.
- Ability to manage client relations.
- Ability to facilitate collaboration and consultation processes with a wide range of stakeholder groups.
- Ability to strategically plan and implement actions that achieve future goals.
- Ability to implement business plans and develop standards in a framework of policy and procedures, monitoring compliance of policies and procedures.
- Ability to demonstrate leadership, initiative and professional judgmen**t,** and to interact respectfully with individuals.
- Ability to implement business plans and develop standards in a framework of policy and procedures, monitoring compliance to policies and procedures.
- 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 Bachelor's degree in Information Systems, Computer Science, Business Administration, Health Informatics, or related field; with major in Management Information Systems, and five (5) years of relevant informatics experience, including 1 year of project leadership or supervisory 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