



IDENTIFICATION

Department	Position Title	
Health and Social Services	Chief Information Officer	
Position Number	Community	Division/Region
49-5753	Yellowknife	Information Services/HQ

PURPOSE OF THE POSITION

The Chief Information Officer (CIO) provides enterprise-wide leadership and direction for strategy, planning, design, development, delivery and change management for electronic health and social services systems (eHSS systems) for the Health and Social Services (HSS) System.

Ultimately, the CIO's office is responsible for planning for the HSS System, preparing prioritization advice for Executive decision making and seeking funding and partnership opportunities at the GNWT, inter-jurisdictional and Federal levels to establish new digital care eHSS systems that support service to patients and clients.

The position is also responsible for the development, implementation and monitoring of a Health Privacy Framework for the NWT and the promotion of a culture of health privacy within the HSS System.

SCOPE

The CIO is a senior management position located in Yellowknife, reporting to the Assistant Deputy Minister of Corporate Services and Cultural Safety. Peers include Directors within the HSS System, the GNWT CIO, Directors of Informatics in the shared services, and CIOs of Health Ministries from across Canada. There is also an indirect accountability relationship to the GNWT CIO.

The CIO has ownership of the establishment of the enterprise-wide Health and Social Services Digital Care Strategy and its alignment with the objectives and results of the business. The introduction of innovative use of technology is critical to enable sustainable service delivery by the three Health and Social Services Authorities (HSSAs), which include the Northwest Territories Health and Social Services Authority (NTHSSA), the Hay River Health and Social Services Authority (HRHSSA) and the Tłıchq Community Services Agency (TCSA).



As a member of the NWT HSS senior management leadership team, the CIO plays a key role in driving innovation, providing future vision and directions in the development and delivery of technology products and services that support service delivery. Appropriate, reliable technology and innovation are a critical backbone to delivery of HSS by enabling virtual and onsite service delivery for clients within remote communities and along the continuum of care.

The CIO has an integral role with the requirement to continually keep abreast of and update the strategic direction to reflect investments and support requirements required for patient and reportable data and information to be captured, integrated/interoperable, and flow along the continuum of patient care across the NWT as well as connect with other jurisdictions where NWT patients receive care. Canadian jurisdictions are working towards a vision of integrated technology systems across Canada that would ensure health professionals can access files for patients regardless of their home location. This places additional pressure on the CIO to ensure that all development is consistent, not only with territorial needs, but also with developments underway in other provinces and territories.

Canada Health Infoway (Infoway) is a major Canadian strategic investor whose mandate is to help improve the health of Canadians by working with partners to accelerate the development, adoption and effective use of digital health across Canada. A not-for-profit organization funded by the federal government, Infoway investments help deliver better quality and access to care and more efficient delivery of health services for patients and clinicians. A pan-Canadian goal is to eventually link health information and services across jurisdictions to support better patient care and safety along the continuum of care and lifetime patient records. The CIO's office is the NWT investment partner and contact authority with Infoway, securing partnership and investment while being accountable for delivering capabilities on behalf of the HSS System.

Approved projects are implemented through the CIO's office on a Territory-wide basis, in partnership with other GNWT Departments, Authorities, and in collaboration and partnership with other Canadian jurisdictions.

The CIO ensures that NWT eHSS systems support Cabinet's approved direction for the HSS System, the Department's mission, goals and objectives, and the business needs of the Authorities in provision of patient care and safety.

A health care system is among the most complex business delivery organizations. The NWT health system has added complexity with the inclusion of social services within the health system.

The eHSS systems environment, both territorially and across Canada, is changing dramatically, demanding forward thinking strategies and nimble technology deployment. A core capability of the CIO is to be a change agent and lead a diverse group of internal and external resources to refocus scopes and align with business directions and improved workflows. Furthermore, the

CIO must be adept at understanding and dealing with, championing, and initiating change within a diverse environment that has multiple and very different organization and professional cultures.

Privacy and security are areas of growing concern as the need to access information by the right provider, at the right time and right place requires information to be integrated and available based on secure privileges.

The eHSS systems are of a magnitude, scope and impact not found elsewhere in the GNWT. The systems have a direct impact on patient care and safety and its transformation is addressing the accessibility and quality of services in all communities.

The heavy reliance on the eHSS systems to support health and social services decisions means it is essential that system components work together, data flows accurately from one area to another and there is minimal downtime. Errors or malfunctioning of the system can result in misdiagnosis and further illness or death to territorial residents.

Service support and delivery of eHSS systems is provided by staff located in the NTHSSA Informatics and Health Technology Division, HRHSSA and GNWT Technology Service Centre (TSC). The CIO works collaboratively with the Director, Informatics and Health Technology at the NTHSSA to ensure the HSS System has eHSS systems that are needed to effectively support services to patients and clients.

DIMENSIONS

• Reporting Positions	5 direct reports, 15 staff within Division
• Compensation & Benefits	\$1,792,000
• Operations & Maintenance	\$3,505,000
• Capital	Project Dependent (\$5M to \$30M)

RESPONSIBILITIES

1. Accountable for the establishment of the Territorial eHSS System governance, planning, long-term tactical plan and support frameworks.
2. Works collaboratively with the HSS System and other partners in all phases of a project cycle; responsible to procure, assign and monitor resources assigned to project work to ensure projects are delivered on time, on budget and in accordance with project charter.
3. Responsible for the development of standards, policies related to informatics, data, information, privacy and security.



4. Monitors compliance and reporting on set standards, policies and relevant legislation.
5. Ensures eHSS planning is incorporated into priorities and strategies for the business planning cycle.
6. Ensures development, implementation and monitoring of a Health Privacy Framework across the HSS System.
7. Ensures information requirements are assessed, digital care information management data standards are developed and established on an HSS System-wide basis, and are monitored for compliance. As the requirement for new pan-Canadian data standards are required, ensures the HSS System collaborates in development of those standards, and monitors for compliance.
8. Manages the division's financial and human resources, including annual performance planning.
9. Accountable for ensuring the Department informatics direction and initiatives are aligned with the GNWT CIO Shared Services direction and priorities.
10. Represents the GNWT at Federal/Provincial/Territorial (F/P/T) level for digital care, eHSS Systems, various strategic initiatives, inter-jurisdictional operations and standardization and regulation bodies and organizations.
11. Uphold and consistently practice personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace. Practice and ensure that any subordinate management and supervisory roles also prioritize staff mentorship and on-the-job training, including staff development in annual general objectives.

WORKING CONDITIONS

Physical Demands

No unusual conditions.

Environmental Conditions

No unusual demands.

Sensory Demands

No unusual demands.



Mental Demands

The position encounters competing priorities, and politically sensitive issues with tight deadlines. Decisions have long-range effects.

The incumbent may be required to travel periodically. Travel to remote NWT communities will involve small aircraft.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of the informatics business and of core business processes.
- Knowledge of Health Information and Access to Information and Protection of Privacy legislation.
- Knowledge of HSS in the NWT and nationally.
- Ability to think rationally, strategically, conceptually, and analytically, including the ability to relate long-range visions and concepts to daily work environments.
- Ability to lead and manage at a senior level, inter-disciplinary, in a changing and diverse environment.
- Ability to envision and facilitate change management process.
- Ability to build strong partnerships and strategic alliances based on mutual trust and respect.
- Ability to resolve conflicting information that comes from the department, consultants and vendors.
- Ability to demonstrate leadership, initiative, professional judgement and decision-making.
- Organizational and time management skills.
- Knowledge of quality assurance, and risk management.
- Ability to forecast, develop and manage budgets and track expenditures.
- Negotiation skills, including tact and diplomacy.
- Interpersonal skills with the ability to communicate well orally and in writing.
- Ability to provide direction and leadership and promote collaboration of staff and personnel.
- Ability to work in a cross cultural environment, dealing with a diverse group of clients and staff.
- Ability to work with groups and teams, including an understanding of group dynamics.
- 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, or related field with major in Management Information Systems and 8 years of informatics experience that includes:

- 4 years of Health IT or Health IS experience at a manager level, and
- 3 years managing people, and large, complex enterprise projects

Equivalent combinations of education and experience will be considered.

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