



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Regional Manager, Community Health Centres	
Position Number(s)	Community	Division/Region(s)
87-11195	Norman Wells	Community Health Centres/Sahtu

PURPOSE OF THE POSITION

This position will play a lead role in implementing the Northwest Territories Health and Social Services Authority (NTHSSA) strategic objectives for the consistent delivery of community health centre services within the Sahtu Region. Under the strategic guidance of the NTHSSA, the position will implement, monitor, and provide reporting on the delivery of community health centre services within their region.

This position will provide management expertise and support to the staff of Sahtu community health centres who deliver primary health care, and emergency care to clients living in the communities in the Sahtu Region. The position will also work with the Regional Manager of Continuing Care to oversee the delivery of Home and Palliative Care. These communities include: Colville Lake, Deline, Fort Good Hope, Norman Wells and Tulita.

SCOPE

The NTHSSA is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłı̨chǫ regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. Health and social services includes the full range of primary, secondary and tertiary health services and social services including family services, protection services, care placements, mental health, addictions, and developmental activities, delivered by more than 1,400 health and social services staff.

While the Tłı̨chǫ Community Services Agency (TCSA) will operate under a separate board and Hay River Health and Social Services Agency (HRHSSA) will in the interim, the NTHSSA will

set clinical standards, procedures, guidelines and monitoring for the entire Northwest Territories. Service Agreements will be established with these boards to identify performance requirements and adherence to clinical standards, procedures, guidelines and policies as established by the NTHSSA.

Under the direction of the Minister of Health and Social Services, the NTHSSA is established to move toward one integrated delivery system as part of the government's transformation strategy.

This position is located in the Sahtu Region and the incumbent is responsible for the overall daily management of four (4) health centres and one (1) health station, and an annual operating budget of \$7,000,000.00 (7 Million), and a staffing group of 39, with six (6) direct reports. Direct reports include the following positions: four (4) Nurses in Charge and two (2) Nurse Practitioners The incumbent provides support and operational direction to a multi-disciplinary work force, and through recruitment and retention efforts ensures adequate staffing for the provision of safe, competent, and consistent health care to clients in the Sahtu Region communities. The incumbent is responsible for recruiting, hiring, and managing a skilled workforce. The decisions and recommendations made by the incumbent may have a direct impact on the effectiveness and efficiency of human resources, program and service delivery, and financial budgets.

This position, is reporting directly to the Sahtu Chief Operating Officer (COO), will work closely with their COO and with the NTHSSA Territorial Manager, Community Health Centre Services supporting this program area, to ensure that patient/client needs are being supported and addressed within their regional catchment area; and to identify and address program challenges and opportunities for improvement, establish program objectives for the region, and to report on and contribute to the evaluation of the effectiveness and efficiency of the program delivery in the region. They will also contribute to the development of the program area across the territory through their participation on cross-territory initiatives and projects.

RESPONSIBILITIES

1) Leads, implements, and manages the delivery of quality-based Community Health Centre Services within the Sahtu Region.

Main Activities:

- Provides leadership to regional staff and programs to ensure that all community health centre clients/patients served by the Sahtu Region receive equitable, efficient, appropriate, accessible, timely, and safe community health centre care.
- Collaborates with the Territorial Manager, Community Health Centre Services to identify current and future delivery requirements in Community Health Centre Services through consistent territory-wide program development.
- Advises and informs the regional COO with regard to program and service delivery, quality plans, outcomes, opportunities, risks, threats, and including but not limited

to incidents affecting or potentially affecting the safety and/or well-being of community health centre clients/patients and/or staff, and the integrity of the Sahtu Region and the NTHSSA.

- Recommends strategic initiatives, and identifies opportunities to sustain or improve the community health centre program and service delivery, for review and consideration by the NTHSSA.
- Leads the development of and implements a community health centre work plan for the region that align with the NTHSSA's strategic direction, policies and procedural guidelines for community health centre care.
- Work collaboratively with NTHSSA leadership, contributing to the development and implementation of performance indicators, measure for improvement, and reports on outputs and outcomes on a periodic basis as determined by the NTHSSA.
- Collaborates with the Territorial Manager, Community Health Centre Services to develop procedures for Community Health Centres.
- Communicates with the Territorial Manager, Community Health Centre Services and other members of the Clinical Integration Team to share program priorities and goals.
- Collaborates with Regional Manager of Community Health Centres, and Regional Managers within related disciplines in the NTHSSA, the TCSA, and The HRHSSA, to ensure a quality community health centre program that is delivered consistently across regions and jurisdictions.

2) Leads Regional Accreditation Teams in the domain of Community Health Centre services. These standards include but are not limited to Remote and Isolated Health Services, Infection Prevention and Control, and Managing Medications.

Main Activities:

- Works collaboratively with the Regional/Territorial Quality and Client Experience Team to implement program and policy updates to align with the Accreditation Canada Standards of Excellence.
- Communicates standards, policies and procedures for Community Health Centre Services and programs as they relate to the Accreditation Canada process.
- Works collaboratively with the Regional/Territorial Quality and Client Experience Team to ensure team members receive an orientation and education on Accreditation Canada's Program and the Accreditation Process.
- Implements team action plans, based on results of any work required to align with program standards, and recommendation from onsite Accreditation Canada Surveys.
- Reports work plan process to the COO, Regional/Territorial Quality and Client Experience Team, and Territorial Manager, Community Health Centre Services.
- Gather data and information to track program indicators set by the NTHSSA leadership team.
- Promotes clients' and families' involvement in planning and service design, as well as quality and safety issues at the organization level, including quality

improvement and client safety activities.

- Fosters respectful, compassionate, culturally appropriate, and competent care that is responsive to the needs, values, beliefs, and preferences of clients and their family members. Supports mutually beneficial partnerships between clients, families, and health care service providers.

3) Leads and manages the logistics of regional community health centre service delivery, including but not limited to, the management and support of staff and scheduling, and the management of capital resources required to meet regional operational needs.

Main Activities:

- Provides subject matter expertise, guidance, direction, and exemplary leadership to the Regional Community Health Centre staff.
- Effectively and efficiently manages a budget, human and capital resources in order to facilitate a successful community health centre programs and service delivery in the Sahtu Region. Variance reporting as required.
- Manages the community health centre programs within the allocated resources and in accordance with the Territorial *Acts* and Regulations, NTHSSA Policies and adherence to Professional Regulations, Standards and Protocols while following an inter-disciplinary model to maintain and enhance the health and wellness of the people of the NWT.
- Collaborates with Regional Managers, dyadic leadership, and any other relevant counterparts of the Sahtu Region to ensure safe, effective, and efficient coordination of community health centre care to clients/patients.
- Participates in regular meeting with the Territorial Manager, Community Health Centers to plan programming and models of care delivery.
- Coordinates annual barge/air/road delivery orders for Community Health Center supplies.
- Works with the procurement department to prepare annual tenders for the supplies to each Health Center to be delivered by annual barge/air/road service.
- Facilitates Community Health Center maintenance and repairs by liaising between Nurses in Charge (NICs) in the Health Centers, Regional Manager of Operations and the Department of Public Works and Services.
- Travels to the five (5) Sahtu Region communities and other regional centres to conduct program audits.
- Communicates program goals and activities to all required parties; provides direction and guidance to staff involved in programs and services.
- Supports the educational needs of all staff via conferences, workshops, distance education programs and clinical practicums.
- Conducts employee performance evaluations.
- Collaborates with Regional/Territorial Manager, Allied Health and Services and Territorial Leads to implement a Point of Care Program offered in Community Health Centres.

- Collaborates with Regional Manager/Territorial, Allied Health and Services and Territorial Leads to ensure training and evaluation of Diagnostic Practices in Community health Centres.
- Participates on various committees to help ensure the provision of quality services and coordination of services on local and regional level.
 - Is required to provide coverage for the Chief Operating Officer (Acting/COO) in their absence.
 - Active participant and the Regional Senior Management Team meetings.

4) Represents the NTHSSA Sahtu Region in Labour Relations to ensure that harmonious working relationships with the Union of Northern Workers (UNW) and management are maintained.

Main Activities:

- Works with the COO in handling first level grievances in coordination with Human Resources and UNW.
- Leads meetings with the UNW local representatives as the need arises and/or on a regular basis to discuss issues/concerns and work together to resolve same.
 - Collaborates with Human Resources to assist staff with accommodation plans and progress.
 - Provides effectively and timely performance feedback, mentoring and coaching.

5) Work Place Health and Safety: Employees of the Authority are committed to creating and maintaining a safe and respectful workplace for employees and patients/clients. Building a safe and respectful workplace is everyone's responsibility.

Main activities:

- All employees and contractors have a professional and personal responsibility to perform their duties to health and safety regulations, standards, practices and procedures.
- All stakeholders (management, staff, Union of Northern Workers, and Workers' Safety and Compensation Commission) need to ensure our Workplace Health and Safety Committee works effectively, with a shared purpose of continuous quality improvement in health and safety.
- All Managers play an active role in workplace health and safety through their daily management: identifying prevention opportunities, ensuring staff are trained in Risk Monitor Pro or other incident reporting systems, investigating potential risk and accidents, and applying timely corrective measures.
- A healthy workplace, where employees can provide quality service under safe conditions, is the right thing to do and makes good business sense.

WORKING CONDITIONS

Physical Demands

Exposure to physical strain related to sitting for long periods of time and eye strain working with a computer.

Travel to small communities may be required. Travel may be by way or small aircraft or driving on winter ice roads.

Environmental Conditions

- Exposure to crisis situations requiring immediate attention and discussion.
- Often exposed to extreme weather conditions during travel.

Sensory Demands

Exposure to crisis situations requiring immediate attention and discussion.

Mental Demands

- Disruption to lifestyle caused by work schedule.
- Exposure to numerous interruptions that would cause disruption in carrying out duties in a timely manner.
- Exposure to emotionally disturbing experiences.
- Dealing with unknown factors, uncontrolled work-flow and overlapping demand.
- Periods of concentration and attention to detail all can cause mental and emotional fatigue and strain.
- Amenities are limited in communities outside the regional centres.

KNOWLEDGE, SKILLS AND ABILITIES

- A good working knowledge of program management, including budget development, preparation, and control is required to ensure financial responsibilities are carried out effectively and efficiently.
- Ability to develop and maintain positive working relationships with individuals, agencies, elected community leaders, and employees in order to communicate program information, including the ability to obtain and respond to feedback from these individuals.
- A high level of interpersonal skills including effective communication, coaching and motivation is essential in order to manage the human resources assigned to the position so human resources performance is at optimal capacity and assisting staff and stakeholders to accept change.
- Knowledge of how to design and facilitate a change process. The ability to build and work with groups and teams, planning and implementing change; skilled in group

dynamics and conflict resolution.

- Ability to build solid partnerships and alliances based on trust and to work with a variety of people from different backgrounds and personalities.
- Excellent written and oral communication skills including listening, observing, identifying and reporting.
- Knowledge and ability to use a variety of intervention and prevention methods, and determine which method is most appropriate at any given time.
- Must have excellent organizational and time management to manage multi-disciplinary responsibilities in a timely and effective manner.
- Must be sensitive to the geographical and cultural needs of the people and understand how community and culture impact the delivery of health care.
- Must have knowledge of the CNA Nursing Code of Ethics, and the RNANTNU Standards.
- Must have a working knowledge of total quality management or continuous quality improvement processes.
- Must working knowledge with word processing programs and spreadsheets.

Typically, the above qualifications would be attained by:

The above knowledge and skills are most commonly acquired through a Baccalaureate in Nursing plus two (2) years of management/supervisory experience and 5 years' experience in a remote community health care setting. Must be eligible for registration with RNANTNU.

Equivalencies may 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

Aboriginal language: To choose a language, click here.

Required

Preferred