



IDENTIFICATION

Department		Position Title	
Northwest Territory Health and Social Services Authority		Regional Manager, Operations	
Position Number	Community	Division/Region	
87- 14944	Norman Wells	Operations/Sahtu	

PURPOSE OF THE POSITION

The Regional Manager, Operations, is responsible for managing, coordinating, planning and directing the delivery of overall equipment maintenance, grounds keeping, security, dietary services, housekeeping laundry, file management, technology management and facility emergency preparedness for the Northwest Territories Health and Social Services Authority (NTHSSA), Sahtu Region. This position manages the provision of space, equipment, leases and security of all physical buildings and personnel under the lease and/or ownership of the NTHSSA, as well as providing oversight of the contracting process and onsite contracted services. The Regional Manager of Operations ensures that facility operations are consistent and comply with Accreditation Standards, Health Facility Standards and NTHSSA policies.

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 Tłıchǫ 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 Tłıchǫ Community Services Agency (TCSA) operates under a separate board and Hay River Health and Social Services Agency (HRHSSA) will do so in the interim, the NTHSSA sets clinical standards, procedures, guidelines and monitoring for the entire NWT. 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.

Located in Norman Wells, the Regional Manager, Operations (RMO) reports directly to the Chief Operating Officer (COO). This position is accountable and provides a single point of contact for all operational management support to the NTHSSA, Sahtu Region. The RMO is accountable to the COO for ensuring the efficient operations of the region's facilities, equipment, leases and security of all physical buildings and personnel under the lease and/or ownership. The RMO is also responsible for providing oversight to the contracting process. Ensuring the continuing functionality of all facilities impacts the working environments of virtually all staff, patients and clients of the Sahtu Region. This position provides direction, management and leadership to the Regional Manager of Community Health Centres and the Regional Manager of Continuing Care, RMO, Mental Health and Addiction and Regional Manager, Child and Family Services, as it pertains to the above. This position requires the incumbent to travel to locations outside of Norman Wells. Excellent communication skills are essential to provide remote and onsite support to staff.

The NTHSSA, Sahtu Region is responsible for the effective delivery of Primary and Emergent Health Care, Social Services, Adult Services, Mental Health and Addictions, Home and Continuing Care and Dental Care in the region. The geographical area of responsibility has a population of approximately 2900 residents in five communities: Tulita, Deline, Norman Wells, Fort Good Hope and Colville Lake. The region's facilities include one type B/C Health Facility and Long Term Care Facility, three type B Community Health Facilities, one type A Health Station, and two Community Wellness Centres.

The RMO is the main point of contact and liaison for the Government of the Northwest Territories (GNWT) Department of Infrastructure to ensure the region's facilities are maintained and functioning in a manner that provides for safe and effective service delivery. This position represents the interests of the NTHSSA, Sahtu Region onsite for construction projects managed by INF. This position ensures that all construction and maintenance projects are performed in accordance with the CAS Z317 standards for construction in a health environment. The RMO is responsible for ensuring all equipment is serviced, maintained and functioning properly so that the NTHSSA can provide services to clients, facilities are operating safely and meeting all regulations.

The Department of Infrastructure (INF) is responsible for the management of leases and service support of primary infrastructure of the NTHSSA, Sahtu Region's facilities. The RMO works collaboratively with INF regional staff and leadership as the primary point of contact for all facility management issues identified by NTHSSA, Sahtu Region staff. The RMO will track all work to ensure it complies with accreditation, best practice and health facility standards (e.g., Z317.13 Infection Control Standards) and to ensure any non-compliance is addressed with INF management. The incumbent will ensure periodic meetings are scheduled with regional INF management to track all planned and outstanding work requests, and preventive maintenance. This position is also responsible to provide direct management support and/or develop service management solutions services not managed by INF (e.g. grounds keeping, nurse call systems, medical gas systems, etc.).

The RMO serves as the region's Infrastructure Coordinator and directly manages and supervises an assigned staff member to undertake this role during major renovations

coordinated by the Department of Health and Social Services (DHSS), Infrastructure Division. The incumbent will be the region's point of contact between DHSS planners and NTHSSA Regional staff regarding all renovation requirements. This position is also responsible for managing and coordinating all program moves during and after renovations. For minor operational renovations not coordinated by the DHSS, the RMO is fully accountable for the successful completion of these projects (e.g. program relocations, minor internal renovations).

The scope of duties for the RMO also includes: operational contract management, direct maintenance when required, fleet management, disaster management, communications system management, administrative management of Operational Records Classification Systems (ORCS) and Administrative Records Classification Systems (ARCS), environmental management, shipping/receiving, procurement and inventory system in (Norman Wells), custodial and housekeeping services. The RMO collaborates with other departments and non-government organizations within the region and across the GNWT to ensure service delivery and to meet the requirements of the organization.

This position is responsible for the overall daily management of the Sahtu Region's infrastructure services. This position provides oversight to a combined team of 20+ direct and indirect reports located throughout the region that are responsible for the delivery of support services including; facility operations, dietary, housekeeping, laundry, security, reception, services and community facilities operations.

The incumbent is responsible for recruiting, hiring and maintaining a skilled workforce. The decisions and recommendations made by the incumbent have a direct impact on the effectiveness and efficiency of human resources, program and service delivery, and finances.

Due to the unique nature of the region's isolated communities, there may be limited knowledge/resources available for support regarding operational challenges. Highly complex technical or process issues are routinely managed by this position, and the RMO is directly accountable for the management of critical health facility technology (e.g. satellite phone systems, medical gas systems, nurse call system, etc.) and therefore must foster and maintain relationships with other NTHSSA Regional Operations Managers and territorial operational management, to share expertise and to make successful and informed decisions.

The position plans at a high level and coordinates the execution of multiple issues and ensures follow through on the details as well as the big picture. These situations are frequently sensitive, complex, and stressful that can result in heightened emotions. This position is expected to be sensitive to these situations, which requires concentration and attention to the client's well-being while fulfilling organizational needs.

This position is required to be on standby in case of a facilities emergency.

RESPONSIBILITIES

1. Manage the operational functions and services of the NTHSSA, Sahtu Region, including capital acquisitions and contracting in accordance with defined legislation, policies and standards to facilitate the effective delivery of programs and services.

- Develop and ensure clear understanding of all roles and responsibilities for the maintenance, operation and management of facilities with all partner agencies, contractors and NTHSSA, Sahtu Region leadership.
 - Liaise with all partners and maintains ongoing understanding of these roles and responsibilities as well as act as the point of collaboration where roles and responsibilities overlap.
 - Identify gaps in roles and responsibilities, and develop/communicate interim solutions which meet NTHSSA operational needs.
 - Liaise with other NTHSSA RMOs, Territorial Operations management and staff to ensure consistency and standards in operations.
- Single point of contact for all NTHSSA regional staff on any facility management issue and retain accountability to NTHSSA, Sahtu Region leadership for the efficient reporting and management of those issues.
- Maintain the role of single point of contact with INF management counterpart for the joint resolution of all health and social services facility service issues.
 - Include tracking and follow-up on preventive maintenance requirements (e.g., generator testing) and service maintenance requests.
- Track, monitor and support the development and management of annual project plans coordinated through DHSS, INF or prioritized by NTHSSA, Sahtu Region leadership.
- Ensure health facility standards are followed and NTHSSA requirements are met:
 - Supervise work by NTHSSA staff and NTHSSA external contractors.
 - Confirm work and maintain awareness of any INF facility maintenance staff or INF contractor working within NTHSSA, Sahtu regional facilities.
 - Manage and maintain positive working relationships as regional and GNWT supporting staff and contractors are often working remotely.
- Plan, budget and manage operational contractor services hired to perform any minor building modifications and alterations that are necessary for the delivery of programs.
- Ensure facilities are safe and in compliance with current governmental requirements, standards, best practices and various GNWT Safety Divisions or Workers' Safety Compensation Commission (WSCC) Acts and Regulations.
 - Ensure contractors, INF staff and direct reporting staff are aware of and comply with all WSCC, Occupational Health and Safety (OHS), and Infection Control standards while within NTHSSA regional facilities.
 - Ensure contractors, INF staff and direct reporting staff are aware of and comply with all *Health Information Act* requirements in terms of protection of patient and client privacy.
 - Ensure compliance with other health and social services environment related standards and best practices as required.

- Research and make recommendations to leadership on implementation of new operational support programs, health facility technologies, health facility standards that may be required.
 - Provide and develop plans with initial cost estimates in consultation with other departments or other third parties.
- Provide similar range of service and management for non-health related facilities (other facilities) occupied by NTHSSA, Sahtu Region.

2. Manage and direct the operations of the NTHSSA, Sahtu Region's Facility Technology.

- Regional expert for service management, and, when required, provides direct service, of all health facility technology. These technologies include but are not limited to:
 - Beds, stretchers, exam tables, medical chairs, etc.
 - Nurse call systems, phone systems, satellite phone systems, paging systems, etc.
 - Medical gas systems (i.e. both cylinder logistics, storage and built-in medical gas systems).
 - Clinical lighting systems (i.e. procedure lights and fixed examination lights).
 - Sterilization technologies.
 - Security systems, panic systems, etc.
 - Laundry equipment and technology.
 - Any other health technology not supported by Informatics and Health Technology (IHT) staff.

Note: health facility technology includes life and mission critical technologies which directly impact patient and staff safety as well as the delivery of required care.

- Maintain an asset inventory of all Health Facility technology, preventive maintenance requirements and service histories.
- Maintain a resource library and develop training plans for self and staff for the purpose of ensuring knowledge and understanding of the support of all regions' Health Facility technology.
- Provide regional logistics support and coordination of Informatics and Health Technology division needs. IHT technologies are comprised of Biomedical Technologies, Informatics Technologies and Information Systems.
 - Single point of contact for coordination, timing and local logistics support of IHT supported technology loaner repair exchanges.
 - Directly supports and/or coordinates suitable local staff to assist IHT division requests for remote trouble shooting and where appropriate and requested minor repair.

3. Contract administration: administer and provide contract management and administration for the NTHSSA, Sahtu Region.

- Single point of management of regional operational contracts, or use of Territorial operational contracts (e.g., food services, laundry services, grounds keeping, snow removal, communication technology contracts, etc.).
- Act as the single point of contact for regional contracts and the creation or renewal of NTHSSA Territorial operational support contracts.
- Manage and accountable for all regional operational support contracts.

- Evaluate contracts and performance, and work with the contractor to make necessary changes or alterations to the service provided.
- Perform all associated administrative functions such as invoice approvals and budget management processes.
- Develop plans and strategies for the effective delivery of the contracted service.
- Act as the primary liaison for support to contract service providers with respect to facility and vehicle management responsibilities.
- Fleet management and logistics;
- Responsible for administration of purchasing, replacement and surplus retirement of all regional vehicles.
- Manage all fleet service coordination, including direct support of minor service needs (e.g., tire changes, checking oil).
- Manage all fleet commission and licencing.
- Manage the training of all staff on fleet usage and policies.
- Manage the logistics and coordination of fleet schedule to meet operational needs.
- Non-Clinical Furniture, Fixtures and Equipment (FFE) for health facilities and non-health facilities within the region;
- Service management/direct support of non-clinical furniture, fixture and equipment (e.g. desks, chairs, ovens, etc.).
- Coordination with GNWT warehouse for delivery, disposal or installation of non-clinical FFE.
- Coordination with regional procurement staff for new non-clinical delivery and installation.

4. Manage the operational functions and services for the region for custodial services and Facility Environmental Management.

- Direct and remote supervision/management of all NTHSSA – Sahtu Region housekeeping, laundry and custodial staff.
- Maintain relationships with each community's Nurse in Charge (NIC) to remotely manage staff throughout the region.
- Accountable to develop and ensure compliance with all national and Accreditation standards for health facilities, laundry cleaning and disinfection requirements.
- Accountable and responsible for the safe handling and disposal of all biomedical waste and hazardous materials.
- Regionally manage the application of the Territorial Biomedical Waste service contract.
- Accountable for the management and compliance of all national and GNWT standards and application of best practices in the handling of biomedical and hazardous waste produced by the NTHSSA region.
- Plan and direct custodial and housekeeping contract services within the region.
- Develop, implement and maintain policies, procedures, and best practices related to custodial and housekeeping activities.
- Collaborate with management to strategically improve efficiency and capabilities related to custodial and housekeeping services.

5. As a member of the NTHSSA, Sahtu Region Senior Management Team, the RMO provides leadership related to Operations including codes, fire and disaster planning for the region.

- Assume the role of Incident Commander for the NTHSSA Emergency Disaster Plan and in that capacity is responsible for ensuring the annual review and accuracy of the plan.
- Participate on the Territorial Emergency Response Committee (TERC), the Regional Emergency Response Committee (RERC) and the Health Emergency Management Advisory Group (HEMAG). This position also has a non-voting seat on the Joint Occupational Health and Safety Committee (JOHSC).
- Act as liaison with other GNWT Departments responsible for community level emergency preparedness (i.e. Municipal and Community Affairs).
- Single point of regional coordination with any other disaster or emergency management groups for operational services or as assigned by COO.
- Manage all operational procedures and their development to comply with directives from HEMAG.
- Manage the training and dissemination of all HEMAG standards to regional staff.
- Develop and manage an emergency measures plan for fires, flooding, and power outages.
- Keep the plan up to date and ensures regular testing of backup systems such as generators.
- Ensure emergency measures are aligned with the community response plan. Liaise with the community and the NTHSSA-Sahtu Region.
- Work closely with Workers' Safety Compensation Commission; environmental health; fire marshal and/or other relevant regulatory body to facilitate any necessary inspections and/or investigations and/or implement any necessary corrective actions emanating from any facility inspections or investigations.
- Responsible for designating "zone captains" on a quarterly basis and ensuring all staff receive annual training.

6. Plan, lead, coordinate and manage the health and social services (HSS) centers temporary spaces, or non-clinical leased spaces (as and when required).

- Identify the impact of and plan for changes to current and future operations of any renovated or new facility.
- Prepare staff for the move; change management.
- Participate in the Facility Working Group.
- Participate with NTHSSA, INF and DHSS in the commissioning process.
- Develop a communication plan with the Executive Assistant to the COO.
- Plan and coordinate the move to the facility ensuring that all resources are in place.
- Ensure staff orientation / training in any new technology, security and other systems.
- Prepare and implement all necessary policies for the new facility, including evacuation plans.
- Provide facility orientation to new staff.

7. Provide broad managerial oversight and accountabilities.

- Provide direct support and involvement in any incident investigation involving operational services, vehicles, health facility or health facility technology failures.

- Ensure the coordinated use and maintenance of rental units in the communities for Locum/Relief Staff.
- Responsible and accountable for the management, variance reporting and planning of assigned operational budgets.
- Provide leadership and expertise by actively participating in meetings, Regional Senior Management Team and other program committees.
- Represent the Sahtu Region on NTHSSA committees and attends other planning or program meetings related to the operations of the GNWT and NTHSSA.
- Assume Acting responsibilities for the COO when required.
- Perform other duties as assigned by COO for the purposes of ensuring the smooth and efficient operation of the NTHSSA, Sahtu Region.
- Work with the COO in handling first level grievances in coordination with Human Resources (HR) and Union of Northern Workers (UNW).
- Lead 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.
- Collaborate with HR to assist staff with accommodation plans and progress.
- Provide effectively and timely performance feedback, mentoring and coaching.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

The incumbent is exposed to electrical, chemical, mechanical, thermal and biological hazards on a frequent basis. The incumbent is exposed to dirt, noise, noxious odours and garbage on a frequent basis, and may be exposed to weather extremes on occasional basis during summer and winter.

Sensory Demands

The position can expect to use touch, sight, hearing and smell to diagnose, confirm and resolve issues.

Mental Demands

This position is required to work within pressing client-imposed deadlines to maintain or enhance facility or departmental operations; and must maintain standards for quality client care and staff safety while often facing challenging resource constraints. Incumbent is directly responsible for the safety and comfort of the client within the roles assigned for emergency responses: situations where human emotions are at times heightened and volatile.

This position is expected to maintain effective diplomatic relationships with staff (often short term and casual), visitors, and clients which may necessitate conflict resolution, problem solving and team building skills. The incumbent lives in a small isolated community limiting personal privacy.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of health centre and long term care facilities and technology to manage operational and technical issues. Knowledge of maintenance programs for equipment, vehicles and facilities.
- Knowledge and skills relating to mechanical and building systems.
- Knowledge of contract administration and management.
- Knowledge and skills relating to project management, particularly in a northern and/or resource constrained environment.
- Knowledge and skills relating to emergency management procedures and processes related to facilities and fleet management within a northern context.
- Knowledge of building design and construction and ability to apply knowledge to trouble shoot, provide direction/advice to contractors, and plan implement and evaluate preventative maintenance.
- Knowledge and training in the use of the CSAZ317.13.12 Standards for infection control during construction, renovation, and maintenance of health care facilities and Accreditation Standards (Infection Prevention and Control Standards).
- Supervisory, team management and staff engagement skills.
- Organized and the ability to be accountable in the delivery a wide variety of programs and services.
- Skills and the ability to evaluate and ensure standards of care are being met.
- Leadership abilities and verbal and written communication skills; much of the work is accomplished through teamwork.
- Knowledge and skills in human resources and labour relation processes.
- Ability to lead remote teams, services and resources.
- Ability to both manage and directly resolve operational and service management problems.
- Ability to participate on a Regional Senior Management Team (SMT).
- Ability to rapidly become familiar with a broad range of mechanical, electrical and infrastructure technologies and be able to manage or directly support.
- Ability to acquire knowledge of northern logistics, technology, construction, and context.
- Financial management skills, including project cost tracking, budgets and variance reporting.
- Skilled in risk management and stakeholder management.
- Skills and abilities in the application of change management.
- Strategic thinking, logistics, problem solving and research skills.
- Ability to work under pressure with compressed deadlines and multiple deliverables.

Typically, the above qualifications would be attained by:

A Bachelor's degree in Business Administration or Property Management with two years facility management experience and 2 years of supervisory experience; **OR**,

A technical diploma or certificate level in the facilities management field with four (4) years of related work experience providing technical and facility management and planning supports.

Included in the four (4) years related experience is a minimum of two (2) years management and supervisory experience.

ADDITIONAL REQUIREMENTS

A valid class 5 driver's license and satisfactory driver's abstract.

Health care facilities management, operational management, project management, and/or contract management certification(s), preferred.

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