



IDENTIFICATION

Department	Position Title	
Health and Social Services	Manager, Information Management	
Position Number	Community	Division/Region
49-10742	Yellowknife	Information Services

PURPOSE OF THE POSITION

The Manager, Information Management is responsible for the development and implementation of an information management framework and promotion of a culture of data as an asset across the Northwest Territories (NWT) Health and Social Services (HSS) system. The Manager oversees and promotes selection, design, implementation and oversight of health information management controls and strategies to maintain the availability, integrity and reliability of client information to enable delivery of improved client care and safety, and compliance of health information systems and records with legislation, regulation and relevant policies and standards.

SCOPE

The Manager, Information Management (Manager) is located in Yellowknife and reports to the Chief Information Officer (CIO) in the Department of Health and Social Services (DHSS), and is responsible for providing leadership in the design, management, and implementation of enterprise-wide information management policy, directives, standards, and guidelines, and contributes to the development of organizational strategies that address information control requirements. The Manager oversees collecting and maintenance of documentation that defines all NWT health information and processes pertaining to how an individual, program, or information system contributes to it.

As the HSS technology landscape becomes more complex and distributed the potential risk of inadvertent data silos, errors and negative impacts to patient health and safety increases. The Manager is committed to continual improvement and reduction of business risks by creating and promoting frameworks and other best practices including hazard assessment, risk management, incident identification, reporting and correction, and compliance with applicable regulations, policies, and safe work practices.



This position impacts the lives of residents and clients of the NWT as direct clinical decisions are made by practitioners based on the data, and complex direction-setting business, program and service delivery decisions are made by Executive and Senior Management based on this data. The incumbent designs, plans, monitors and improves the HSS data management functions. The central objective of this role is to ensure that the information disciplines are performing and meeting the data needs of the organization. The incumbent understands the technical points, as well as business drivers and needs regarding data.

A significant portion of the job is providing expert advice on current and future information needs, and for input on departmental and system-wide strategic planning to ensure information requirements are being met in the most effective and efficient manner. This includes ensuring there is timely information for operational and clinical areas as well as for strategic decision making such as new electronic Health and Social Services initiatives and priority setting across HSS, for development and incorporating health information management, standards, practices, and methodologies.

The Manager provides expert level policy and information management planning services to management and staff across the HSS sector, HSS system project teams, and the HSS Chief Information Officer for removing obstacles to develop and advance health information management planning. With program areas responsible for day-to-day information management operations, the Manager interacts with stakeholders across HSS serving as a trusted and knowledgeable resource and providing expertise and guidance on matters concerning the management of health information and data. The Manager has ongoing contact with stakeholders across HSS, GNWT, and pan-Canadian groups related to HSS information to discuss and create policy and regulatory solutions for health information/data issues and to plan and strategize the long-term agenda for the overall management of the health information-based resources.

The Manager is a change agent who works collaboratively with program stakeholders to develop and communicate information management controls as a core business process that is critical across the entire HSS system. The position develops and contributes to corporate approaches and leads the expansion and further adoption of health information management standards, practices and methodologies. By performing analysis of health information, the position provides input into broader strategies that align with, complement, or build on strategic initiatives to facilitate health and social services care delivery, patient safety and decision support. The Manager plays a role in creating and supporting compliance with standards such as confidentiality, quality improvement, information initiatives, and guiding policies and legislation throughout the NWT HSS environment. This leadership requires thinking within general and highly complex information management principles and broadly defined objectives. Policies for the work carried out by the incumbent are not yet set. There are no functional precedents for the work carried out by the incumbent. The incumbent receives general direction and guidance on larger organizational objectives. The incumbent



provides leadership across the NWT HSS system and to private physicians, pharmacists and other health care professionals that make up part of the future Health Information Management Framework. The Manager leads the development and implementation of information management initiatives within the NWT HSS system to ensure the Framework to be developed is considered, implemented, and adhered to. The incumbent is considered the principal expert on information management throughout the NWT and leads in providing strategic analysis, guidance and advice respecting information management and the status of the NWT HSS Information Management Framework.

The position leads a team of Information Analysts that work collaboratively with stakeholders to develop and implement processes for data governance, consistent with corporate information management policy and legislation, and provides health information services according to data management principles and processes that are to be established by the unit. The incumbent will typically liaise with senior management with program accountabilities, as well as health and social services management and will work with external contractors and vendors, as needed.

The Manager participates in internal and external teams, committees, programs and projects, representing the Department on federal/provincial/territorial (FPT) groups, including the Canadian Institute for Health Information. The incumbent develops and enhances relationships with sector partners and stakeholders to address specific sectoral issues and ensure a high level of understanding and acceptance of health information management and planning initiatives.

One significant challenge faced by governments is that mainstream organizations, like health and social services, cannot be separated from the legacy of colonialism and anti-Indigenous racism in Canada. In health and social services settings, present day anti-Indigenous racism or systemic racism, impacts access to services, quality of care and health outcomes for Indigenous peoples. This also results in a system that inherently privileges the ideas, needs and norms of the dominant white settler population, including the privileging of western knowledge over Indigenous approaches and ways of knowing.

The HSS system is committed to addressing anti-Indigenous racism and promoting cultural safety and anti-racism. DHSS staff are expected to honour and promote a culturally safe and anti-racist environment at all times and to interact with clients, families, community members, partners and colleagues in a relationship-based approach. This involves being tactful, respectful, self-aware and humble in order to develop and maintain ongoing and trusting relationships.



RESPONSIBILITIES

1. Oversee development and lead implementation of the Information Management Framework of data management strategies and tools to ensure development, adoption and adherence to standards, and appropriate documentation to meet HSS and GNWT auditing, reporting and compliance requirements.

- Provide oversight of a data lifecycle service, including information master model management, and provide support for data governance and data quality improvement program to ensure the preservation of integrity and consistency of data.
- Implement and manage a data lifecycle library service which includes a comprehensive inventory of data assets, data documentation, information master model management, and data refresh schedule.
- Support information management related innovation initiatives and work closely with departmental divisions to ensure information needs from across HSS are understood and addressed in a proactive fashion.
- Oversee the creation of innovative complex solutions to consolidate, standardize and upgrade the HSS information management infrastructure.

2. Operationalize the strategic vision of HSS to create future-oriented policy options in relation to HSS system information management and data governance.

- Assess and develop innovative data policies and overall data analysis and reporting strategies that include ongoing improvement of core data and implementation of tools to leverage HSS' data assets.
- Identify and recommend best practice standards in health information management and create policies and processes to implement the standards within the territorial HSS System.
- Manage the research, development, implementation and evaluation of policy and regulatory options and standards for HSS Information Management strategies, architecture, programs and projects in the NWT.
- Work with partners to identify data needs, promote creation of standards that are consistent with the HSS System vision, and structure Information Management components of new systems to support and streamline those needs.
- Lead data policy development related to enterprise-wide electronic HSS systems operations and support models.
- In collaboration with other Canadian jurisdictions and national bodies such as the Canadian Institute for Health Information (CIHI), Canada Health Infoway, Health Canada, etc., research and promote the adoption of data standards.
- Promote problem management by uniformly creating awareness of benefits from accurate and consistent data collection.
- Lead the development of policy-related submissions, position papers, briefing materials, presentations, reports and communications.
- Monitor to ensure information management policies are adhered to across HSS.



- Provide direction to HSSAs and DHSS on standards and software updates to ensure the integrity and integration of data produced or used at local sites.
 - Represent DHSS by leading and/or participating in HSS Information Management policy groups and forums, task forces, advisory and working groups both within and external to HSS.
 - Represent DHSS on FPT (federal / provincial / territorial) advisory, policy and governance forums.
- 3. Provide senior level advice and input to the development of the HSS digital strategic plan and the establishment of priorities and strategies for the business plan.**
- Provide expert advice to Senior Management, digital governance and leadership committees on long- and short-term information management requirements and risks.
 - Provide advice and input to the CIO with respect to perceived risks and opportunities around existing and proposed strategy and policy for information management.
 - Forecast the anticipated significant increase in data management needs and future forced growth requirements in health and social services information management and develop solution options to meet the challenge.
 - Provide expert advice and guidance to leadership within the Department on how to leverage and increase capacity of the Department's information assets.
 - Introduce, integrate, and evaluate new information management and informatics solutions into the organization.
 - Share information management considerations within financial, hardware, software and human resource requirements for implementation of information management initiatives.
- 4. Oversee compliance to and reporting on standards, procedures and methodologies to ensure that the information management systems meet required legislative and operational requirements.**
- Ensure establishment of standards and provide oversight on the analysis of audit trails, system logs and other monitoring data sources to ensure compliance with legislation, policies and standards.
 - Ensure an Information Management Framework enables the development, implementation and regular production of dashboard reports, HSS System scorecards and other forms of executive reports by a wide range of users across HSS.
 - Advise on and monitor the introduction or modifications to local and territorial digital HSS systems to ensure appropriate testing is done on data use and transfer before updates are finalized.
 - Provide information management expertise in system selection, development, use and support.



- 5. Manage the process of gathering, analyzing and assessing the current and future landscape and provide the CIO with a realistic overview of risks and threats in the environment.**
 - Provide direction, guidance and leadership to territorial health records staff across HSS to ensure HSS systems' data integrity.
 - Oversee implementation of information policies, standards, risk assessment and awareness building.
 - Oversee compilation of an inventory of HSS' information management documents (policies, procedures, standards and guidelines) related to information management.
 - Collaborate with DHSS Privacy Office to integrate privacy awareness programs, where appropriate.
 - Collaborate with the GNWT Office of the CIO Security unit to integrate GNWT system-wide security awareness, where appropriate.

- 6. Manage the work planning and human resources for the Information Management unit.**
 - Manages the unit's budget.
 - Develop and implement annual work plans which establish short- and long-term objectives for the unit.
 - Complete human resource functions within the unit including staffing.
 - Provide effective feedback throughout the performance management cycle, to ensure optimum performance.
 - Encourage pro-active development of skills and capabilities and provides mentoring to support professional development.
 - Proactively work to ensure effective working relationships within the team and with those with whom the team interacts.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

No unusual demands.



KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of health system legislation, policies and standards.
- Knowledge of highly effective health information management and analysis solutions, standards and best practices.
- Knowledge of information systems, architecture and applications.
- Knowledge of electronic records management policies and standards.
- Knowledge of data warehouse concepts and tools as well as infrastructure, applications, relevant operating systems and software packages.
- Knowledge of software packages, database systems, prototyping, project management and modeling tools and relevant computer infrastructure.
- Knowledge of methodologies and practices to ensure consistency and compliance in a diverse and complex information management system.
- Knowledge of quality assurance, budgetary forecasting and risk management.
- Interpersonal skills in order to effectively communicate verbally and in writing.
- Leadership skills to drive projects forward, effect change and encourage others.
- Leadership skills with initiative and professional judgment, and ability to promote collaboration of staff, including the ability to build and motivate teams.
- Organizational, time management and project management skills with ability to lead large and complex information management projects from development to implementation.
- Client service skills, including the ability to exercise tact and diplomacy.
- Ability to prepare Requests for Proposals (RFPs) evaluate and select contractors.
- Ability to effectively write and review complex documents including briefing notes and Ministerial responses.
- Ability to effectively plan and implement information management initiatives and actions that achieve future goals.
- Ability to develop a framework including policies and procedures, and monitor for compliance of policies and procedures.
- Ability to make broad systems recommendations including the ability to monitor, validate, adjust or apply standards to the information management system.
- Ability to lead information gathering and reporting and consolidating data into relevant information for presentation to a variety of audiences.
- Ability to deliver clear, effective presentations.
- 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 degree in Health Information Management, Health Informatics, Computer Sciences, or a related discipline, combined with five (5) years of recent experience in Health Information Management, and including one (1) year of supervisory experience or leading a team.



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