



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Communications and Project Coordinator	
Position Number	Community	Division/Region
17-13645	Yellowknife	Stanton Territorial Hospital / Territorial Operations

PURPOSE OF THE POSITION

The Communications and Project Coordinator oversees and coordinates the delivery of internal and external communications for Stanton Territorial Hospital and is responsible to plan, develop, implement and evaluate the strategic organizational communication and public affairs framework, communication plans, policies and products to ensure that STH communications are strategic, effective and consistent with standards set by the Government of the Northwest Territories, the Department of Health and Social Services and Northwest Territories Health and Social Services Authority policies and guidelines.

SCOPE

Located in Yellowknife, and reporting directly to the Chief Operating Officer (COO), this position has a functional, supportive and facilitative relationship with the Stanton Territorial Hospital (STH) Leadership Team and provides senior level communications and administrative support to the COO, and STH Senior Leadership, as well as communication planning advice to STH staff and management; and assesses policy and program proposals from a communications perspective.

The Communications and Project Coordinator (Communications Coordinator) position serves as the entry point to the STH for all external communications, and has primary responsibility for developing and coordinating public communications material for use by the COO and the STH Leadership Team. The position ensures that STH communications are strategically managed in a manner that effectively influences internal and external perception and ensures a clear understanding of the territorial and community role of STH programs and services while recognizing the diverse languages and cultures prevalent in the STH.

This position will work within the envelope of the Northwest Territories Health and Social Services Authority (NTHSSA), the Department of Health and Social Services (DHSS), Hay River Health and Social Services Authority (HRHSSA) and the Tłı̨chǫ Community Services Agency (TCSA).

The total NTHSSA is the single provider of all health and social services in the NWT, with unique collaborative arrangements in the HRHSSA and TCSA. It covers 1.2 million square kilometers and serves approximately 43,000 people. Health and social services include a 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.

The Communication Coordinator's role is to plan, develop, implement and evaluate communication plans that provide communications within the STH Team, STH and external parties as required. This position is also responsible to provide senior level support to the COO to ensure that information to various meetings is appropriately managed.

The Communications Coordinator's roles and responsibilities involve highly confidential and sensitive information such as personnel issues, contract administration, grievances, stakeholder complaints, financial reporting as well as cultural and politically sensitive issues with tight deadlines.

The Project Coordinator's role is to support project activities and initiatives and financial variance reporting and apply project management methodology including, but not limited to: planning, communication, monitoring, project and program evaluation techniques to ensure that project implementation is done efficiently and effectively.

RESPONSIBILITIES

- 1. Ensures the initiatives, decisions and announcements of the Executive Office, STH, are communicated in a professional, positive, timely and accurate manner.**
 - Participate in the planning, developing and implementing of the strategic organizational communications and public affairs framework for STH and NTHSSA.
 - Act as the liaison for the COO and the Leadership Team.
 - Develop and maintain strong relationships with communicators with the DHSS, NTHSSA, GNWT and northern media.
 - Manage all information requests to the COO or Senior Leadership from the DHSS, media, and external agencies.
 - Review documents with attention to detail with recommendations for edits/changes.
 - Prepare responses and correspondence to highly sensitive and confidential information (briefing notes, decision papers, client concerns,) for the COO's review and signature.
 - Coordinate requests for document preparation, drafting/editing of responses during the legislative assembly sittings and government committee hearings.
 - Liaise with NTHSSA's Senior Advisor for materials required for Leadership Council meetings

- Draft/edit reports, speaking notes, remarks and communiqués for the COO.
 - Ensure the timely and coordinated follow up on all communication issues.
 - Attend internal, external and interdepartmental meetings (leadership, strategic planning sessions, etc.).
 - Identify opportunities to communicate the day to day (ongoing) work and initiatives of STH.
 - Prepare regular updates for staff from STH Leadership Team.
 - Prepare and provide input into press releases.
 - Receive and address electronic e-mail for the COO.
- 2. Ensures that communication strategies and products are in keeping with the GNWT *Official Languages Act*.**
- 3. Provides policy, planning and information support to COO and the STH Leadership Team to assist with decision making.**
- Collect information to support strategic planning and inform environmental scan to assist the COO and the STH Leadership Team to determine trends and needs.
 - Provide senior administrative level expertise and leadership in STH's strategic visioning and planning in collaboration with other members of the Leadership Team.
 - Participate in developing, implementing and maintaining an effective quality risk register for the STH Executive Office.
 - Evaluate departmental policies, directives, and programs to determine their effectiveness in meeting government and departmental communications/web priorities.
 - Ensure the STH Hospital Wide Policy and Procedure Manual (electronic and hard copies) is updated regularly, and remains current and aligned with NTHSSA's online Policy and Standard Operating Procedure Library.
 - Provide regular updated Quality and Risk Management Indicator reports and other processes to staff to support organizational accountability and improvement.
 - Develop administrative policies for review and approval by COO and the Leadership Team.
 - Take and transcribe minutes at senior level meetings, accurately and quickly.
 - Coordinate and lead specific high-level organizational initiatives as assigned.
- 4. Coordinates all activities required to govern, manage and administer assigned NTHSSA small to medium sized projects on an ongoing basis.**
- Develop terms of reference.
 - Develop organizational structure options for approval.
 - Prepare job descriptions for review and approval.
 - Prepare organizational policies and procedures for review and approval.
- 5. Participates in assigned NTHSSA working groups representing STH.**
- Sits on and represent STH along with its' priorities at these meetings.
 - Bring forward to the COO, the STH Leadership team or assigned Manager any significant issues raised during meetings.

- Proactively brief the COO, the STH Leadership team or assigned Manager, and when appropriate advise them of their participation in critical decision making meetings.
 - Compile all required briefing material regarding decisions resulting from these meetings.
 - Provide recommendations and justifications to decision makers.
- 6. Actively coordinates and assists in the development and implementation of metrics and ensures, when appropriate, evaluation frameworks are coordinated to track and monitor NTHSSA/STH projects and programs**
- Ensure project metrics and reporting mechanisms are in place for the day to day management of projects.
 - Work with assigned analytics staff, and as appropriate DHSS and NTHSSA Corporate Planning and Evaluation division staff, to ensure that STH program changes have approved evaluation frameworks developed to monitor and assess the success of innovative changes.
- 7. Provides support to assigned NTHSSA project proposals, activities and initiatives.**
- Work with experts engaged to develop clear, specific recommendations based on current best practice in other jurisdictions.
 - Maintain a working understanding of all projects and be able to stand in for other STH Managers during times of their absence or during times of vacancies.
 - Investigate and/or address issues and develops correspondence, briefing notes, submissions and position papers.
- 8. Coordinate the financial management of assigned budgets or projects.**
- Prepare cost estimates for project budgets, and allocate resources to objectives and activities.
 - Monitor project expenditures to proactively advise the COO or the STH Leadership Team for cost savings or reallocation.
 - Develop reports explaining assigned project variances.
 - Develop tendering documents, requests for proposals (ROPs) and contracts.
 - Ensure GNWT financial management procedures are followed.
 - Evaluate contractor performance.
- 9. Assists in the preparation of Financial Management Board (FMB) and/or Executive Council submissions as required for assigned NTHSSA projects.**
- 10. Administer assigned NTHSSA contracts and sub-projects.**
- Administer assigned NTHSSA contracts and sub-projects, including contracts with organizations, consultants and contractors, as well as individual service contracts as required.

WORKING CONDITIONS

Physical Demands

Moving of necessary materials to site for meetings requires physical lifting; retrieving and filing archived material requires lifting and movement of document boxes on a weekly basis.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

This position encounters competing demands and deadlines. The situations often involve politically sensitive issues and tight deadlines.

KNOWLEDGE SKILLS AND ABILITIES

- Written and oral communication skills with the ability to judge correct tone and desired effect in writing, presentations, briefing notes, charts and graphs.
- Ability to interact at a senior government level which requires sensitivity, concise thinking and confidentiality.
- Skills and ability to work with a wide range of data collection sources in health administration.
- Project Management skills.
- Ability to acquire knowledge of current northern health and social issues.
- Ability to research, analyze and synthesize multiple concepts and priorities.
- Strategic thinking, problem solving and discernment skills.
- Sensitivity to the geographical and cultural diversity of the Northwest Territories.
- Ability to acquire knowledge of *Access to Information and Protection of Privacy Act* (ATIPPA) and *Health Information Act* (HIA), and the ability to maintain confidentiality at all times.
- Ability to develop a network of resources within and outside the organization.
- Ability to organize, prioritize and work under pressure and with deadlines.
- Computer skills (word processing, spreadsheets, desktop publishing and other software programs, internet skills).
- Knowledge of filing systems.
- Ability to maintain a high degree of tact, discretion, and diplomacy in a fast paced, ever-changing environment.
- Ability to work in undefined areas with little or no precedence, and to solve problems and organize work with minimal supervision in a Senior Management environment.

Typically the above qualifications would be attained by:

A degree in business administration, public relations, journalism, or communications and five (5) years of experience providing executive support to a senior management team.

Two (2) years of experience in a health care setting and two 2 years of experience in board governance and one (1) year of experience in quality and risk management processes.

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: To choose a language, click here.

- Required
- Preferred