



IDENTIFICATION

Department	Position Title	
Health and Social Services	Project Manager, Seniors and Continuing Care Services	
Position Number	Community	Division/Region
49 - 15787	Yellowknife	Seniors and Continuing Care Services / HQ

PURPOSE OF THE POSITION

The Project Manager, Seniors and Continuing Care Services is responsible and accountable for managing the strategic planning, monitoring and implementation of various small to medium size complex health services projects throughout Seniors and Continuing Care Services (SCCS) division of the Department of Health and Social Services.

SCOPE

The Project Manager, SCCS position will report to the Manager of Continuing Care Services and is responsible for providing overall project management, coordination, monitoring, and support to innovative projects within the SCCS. The position will be responsible for multiple innovative projects across the SCCS portfolio, including: the Office of the Public Guardian, the Continuing Care Unit, the Strategic Initiatives Unit and the Supported Living and Rehabilitation Services unit.

The Project Manager supports the Minister of Health and Social Services to achieve their mandate by ensuring a continuum of culturally safe health and social services are available according to the continuing care needs of seniors, persons with disabilities, and individuals with chronic and palliative health conditions who are not able to care for themselves or participate in activities of daily living independently.

The Department of Health and Social Services (DHSS) is the largest, most broadly based department in the GNWT. The HSS System is comprised of the departmental structure and three Health and Social Services Authorities' (HSSAs) that deliver a complex array of programs and services and oversees several contracted service providers within the NWT and in other jurisdictions, when services are not currently available in the NWT.



One significant challenge faced by governments is that mainstream organizations, like HSS cannot be separated from the legacy of colonialism and anti-Indigenous racism in Canada. In HSS 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. The Director is accountable to provide leadership and ensure SCCS staff honour and promote a culturally safe and anti-racist environment at all times, and interact with clients, families, community members, partners and colleagues with a relationship-based approach. This involves being tactful, respectful, self-aware and humble in order to develop and maintain ongoing and trusting relationships.

Transformative change within Continuing Care (CC) services (which is inclusive of HCC and LTC and Supportive Living) has been initiated in response to a looming demographic shift in the population aged 60+ both at a national and territorial level, and growth in the number of persons with disabilities. These changes are intended to refocus services to support a philosophy of "aging in place" by becoming more responsive to the needs of seniors, individuals with chronic and palliative health conditions and disabilities and their caregivers, so individuals can be supported in their own homes and communities. Individuals receiving these services often have other health and social care and support needs, including chronic health conditions and mental health and addictions issues, which requires coordination across HSS and GNWT programs.

The position involves working individually and concurrently on multiple projects of varying complexity that involve several or all of the HSSAs. The Project Manager will complete many of their tasks by leading teams and consulting with stakeholders. For example, the Project Manager, SCCS will work closely with internal and external stakeholders within the Department and the three HSSAs: the Northwest Territories Health and Social Services Authority (NTHSSA), Hay River Health and Social Services Authority, (HRHSSA) and the Tłı̨cho Community Services Agency (TCSA).

The Project Manager has broad latitude in the management and conduct of the projects they undertake and is expected to work independently and in collaboration with other division and Department staff. The Project Manager and the project teams are guided by strategic and operational objectives of the GNWT, the Department, and the Seniors and Continuing Care Services division.

The incumbent plays a critical role in keeping the division's projects on track; and ensures a coordinated and consistent approach to all activities; and actively monitors projects to provide



progress reports related to schedule, budget and quality of deliverables. The Project Manager is also responsible for reporting requirements as laid out by respective project funding agreements, and/or evaluation management plans.

The Project Manager facilitates meetings to explore options for reducing gaps and addressing barriers to providing equitable access to safe, culturally respectful and responsive programs and services for seniors and elders to lead active and independent lives.

The Project Manager is accountable to develop and provide solutions as part of their assigned projects, and is responsible to work with the appropriate DHSS, Government of the Northwest Territories (GNWT), and HSSA staff responsible and their teams to ensure solutions are implemented.

The Project Manager, SCCS applies project management methodology including, but not limited to project planning, risk management and contingency planning, communication, monitoring and project and program evaluation techniques to ensure that implementation of projects are done efficiently and effectively; and the outcomes meet all project requirements.

The scope of work can involve politically sensitive issues and tight deadlines with a high degree of intensity. Decisions often have long range impacts on the health and social services system.

RESPONSIBILITIES

1. Coordinate and manage the development of Seniors and Continuing Care Services small to medium sized project implementation plans for the NWT Health and Social Services System.

- Work with partners across the Health and Social Services System and other GNWT Departments as appropriate to identify current processes and challenges.
- Research best practices and recommend benchmarks to ensure compliance with best practices.
- Where no precedence, best practice or benchmark exists seek and coordinate expertise to develop and advance the project and recommend option(s).
- Conduct systematic review(s) of the literature, previous recommendations, and existing programming and strategies from other jurisdictions to inform and support decision making.
- Coordinate and facilitate input as required from appropriate stakeholders and key partners across the HSS system to identify current processes and challenges.
- Evaluate and analyze data to identify trends or issues; provide information and propose solutions effectively to support management and business operations.
- Provide strategic advice, support and facilitation to HSS Senior Management regarding improvements to Services for Seniors and Persons with Disabilities.



- Develop detailed implementation plan(s) and schedule(s) for review and approval by HSS Senior Management.
 - Oversee the work progress of each initiative and manage the work schedule.
 - Ensure strategic initiative projects are accurately tracked and reported on.
- 2. Coordinate and manage the implementation of Seniors and Continuing Care Services small to medium sized projects to ensure that statements of work and activities are consistent with approved objectives, milestones and deliverables and schedule.**
- Develop required project charters and establish processes for change orders.
 - Develop work plans, oversee completion of tasks, activities and deliverables.
 - Contribute to the development and implementation of a communication plan in collaboration with DHSS Communication Unit; and ensure it is successfully implemented.
 - The communication plan will include stakeholder analysis to identify the communication needs and preferences of each stakeholder group.
 - Identify key areas of communication needs for each project and develop communication plans.
 - Work collaboratively with stakeholders, including the HSSAs, other government departments, indigenous governments and other non-government stakeholders to ensure the communication plans have accurately targeted and delivered clear messages.
 - Oversee the work progress of SCCS divisional work plans and manage the work schedule.
 - Contribute to the development of the communication strategy and ensure it is successfully implemented.
 - Ensure that all Department and interdepartmental activities are accurately tracked and reported on.
- 3. Coordinate all activities required to govern, manage and administer assigned Continuing Care Services small to medium sized projects on an ongoing basis.**
- Develop terms of reference.
 - Develop organizational structure options for approval.
 - Prepare Job Descriptions and Organizational Charts for review and approval.
- 4. Coordinate the financial management of assigned projects.**
- Prepare cost estimates for project budgets and allocate resources to objectives and activities.
 - Monitor project expenditures to proactively advise the Director of potential for cost saving or reallocation.
 - Develop reports explaining assigned project variances.
 - Develop tendering documents, requests for proposals and contracts.
 - Ensure GNWT financial management procedures are followed.



- Responsible for overseeing and managing financial contracts and contribution agreements with Indigenous Governments and Non-Government Organizations.
 - Evaluate contractor performance.
 - Assist in the preparation of Financial Management Board and/or Executive Council submissions as required for assigned Seniors and Continuing Care Services projects.
- 5. Actively coordinate and assist in the development and implementation of project metrics and where appropriate, evaluation frameworks are coordinated in the project plan.**
- Ensure project metrics and reporting mechanisms are in place for each project.
 - As part of the work planning, and where appropriate, work with assigned Corporate Planning Reporting and Evaluation division staff to obtain input into the evaluation frameworks developed to monitor the success of innovative changes.
- 6. Administer and manage contracts and sub-projects.**
- Administer and manage continuing care services innovation project(s) related contracts and sub-projects, including contracts with major organizations, consultants and contractors, as well as individual service contracts as required.
- 7. Support the division, directorate and/or the Minister through investigating and/or addressing issues, developing correspondence, writing briefing notes, developing submissions or position papers.**
- 8. Work with SCCS Managers and provide as appropriate, regular project reporting to the Director and other Senior Managers.**

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 and/or the ability to acquire and apply knowledge of legislation, regulations, standards, policies and guidelines impacting the Health and Social Services system.
- Knowledge of project management standards, techniques and methodologies.
- Knowledge of project charters and work plans.
- Knowledge of project management tools and standard software tools for communication and managing schedules.
- Knowledge of financial and contract management.
- Planning, time management, and scheduling skills.
- Ability to manage large and small projects from pre-planning to implementation and evaluation.
- Interpersonal, negotiation, collaboration and communication skills.
- Relationship building skills to work with staff internal and external to the Department.
- Writing and presentation skills.
- Skills relating to creating and supporting steering committees and creating and maintaining multiple working groups.
- Skills relating to building relationships within the Department and between Departments / Authorities.
- Skills relating to risk, issues and stakeholder management.
- Ability to research, analyze and synthesize multiple concepts and priorities.
- Ability to plan and facilitate the development and coordination of steering committee and working group meetings.
- Ability to synthesize and present data effectively for Senior Management decision-making.
- Ability to develop project communication plans and material for internal and external stakeholders.
- Ability to manage and oversee contracts.
- Ability to develop, manage and guide project teams.
- Ability to use MS word, MS power-point, Excel, email and Internet.
- 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 degree in business administration, health or social sciences related field and three (3) years of planning, analysis and project management experience that also includes experience in the Canadian health and social services system.

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