



IDENTIFICATION

Department		Position Title	
Northwest Territories Health and Social Services Authority		Facility Coordinator	
Position Number(s)	Community	Division/Region(s)	
87-14756	Norman Wells	Operations/Sahtu	

PURPOSE OF THE POSITION

The Facility Coordinator is responsible for asset management including but not limited to coordinating the maintenance of all facilities and equipment within the Northwest Territories Health and Social Services Authority (NTHSSA) and ensuring that all required maintenance is done in a timely manner so as to support the smooth operation of NTHSSA. This position is responsible for installation of any new equipment which often requires extensive coordination with NTHSSA partners (i.e. contractors and Department of Infrastructure). The position manages the provision of space, equipment, materials and leases to all NTHSSA facilities. This position ensures that operations are consistent and compliant within legislated and Authority policy parameters.

SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłı̨ch̨o 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 Tłı̨ch̨o 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.

The position is located at the Northwest Territories Health and Social Services Authority (NTHSSA) Sahtu Regional office in Norman Wells. NTHSSA is responsible for the effective delivery of health and social services in the Sahtu Region. The geographical area of responsibility comprises the Sahtu Region residents living in 5 communities: Tulita, Deline, Norman Wells, Fort Good Hope and Colville Lake. The position is responsible for 8 facilities and 13 residential units for locums/relief staff.

The position reports to the Regional Manager, Operations. The position will have limited travel to the locations outside of Norman Wells; therefore good telephone skills are essential. This position is the sole position of its kind within the NTHSSA.

The incumbent is responsible for ensuring the continuing functionality of all facilities, thus impacting the working environments of virtually all staff and clients of NTHSSA.

The position is responsible for ensuring the identification, development, implementation and evaluation of all assets and all facilities with the NTHSSA.

The position is responsible for ensuring effective, efficient and appropriate policies and standards related to the use and maintenance of facilities and leases and assets are in place.

The position is the main point of contact and liaison with the Department of Infrastructure, Department of Health and Social Services and outside contractors. There is also a proactive, functional, supportive and monitoring relationship with NTHSSA managers and staff, as well as other GNWT departments and outside contractors.

RESPONSIBILITIES

1. Plan, manage, direct, supervise, implement and evaluate the operation of all NTHSSA facilities to ensure the provision of high standards of operational services and the safeguard of assets.

- Collaborates with applicable Management to support managerial programs and services to optimize the use of resources and provision of services.
- Develops, manages and maintains inventory assets and asset listings.
- Collaborates with applicable Management to determine the quality, quantity and safe storage of equipment (excluding medications).
- Collaborates with the Department of Infrastructure (INF) and the Department of Health and Social Services (DHSS) on capital projects, renovations, maintenance and

installation of new equipment.

- Ensures that facility assets are protected and reported through risk management programs and insurance/liability services.
- Actively participates in the Infection Prevention and Control Committee, Occupational Health and Safety Committee and other risk management processes to promote a safe and healthy workplace.
- Works closely with WSCC, environmental health, fire marshal and/or any other relevant regulatory body to facilitate the necessary inspections and/or investigations and implement any necessary corrective actions emanating from any inspections or investigations.
- Ensures that surplus furniture, equipment and vehicles are dealt with in accordance with GNWT and NTHSSA policies and procedures.
- Takes periodic inventory of furniture and equipment and maintains an inventory listing.
- Takes responsibility for the assignment of NTHSSA vehicles (fleet of approximately 19 units).

2. Oversees and monitors the maintenance of 8 facilities and 13 residential units with the NTHSSA and the Sahtu Region to ensure an effective and efficient program delivery.

- Leads and directs the maintenance of all facilities.
- Develops and implements cost saving practices in collaboration with all Staff.
- Ensures that proper financial procedures are followed according to NTHSSA Policies and the GNWT Financial Administration Manual (FAM).
- Recommends changes or improvements to policies, procedures and programs as required.
- Participates in Senior Staff meetings as required and communicates changes in procedures, organization and trends to Staff.
- Manages the work order process in the facilities by way of investigations, consultation and facilitation to resolution.
- Prepares and provides written responses to WSCC and INF reports in a timely manner.
- Maintains maintenance logs and schedules including using maintenance software

3. Manage the material resources for NTHSSA

- Works with the INF and the DHSS regarding capital projects, renovations, maintenance and installation of new equipment.
- Recommends capital/surplus purchases to the Senior Management Team.
- Recommends inventory for surplus to the Senior Management Team.
- Arranges for the acquisition, installation and maintenance of specialized and standard equipment.
- Ensures the timely repair or replacement of facility equipment.
- Liaises regularly with the communities, agencies and landlords to ensure that NTHSSA is informed and kept up-to-date on all lease agreements and/or future changes to agreements.

- Monitors and prepares regular reports on building deficiencies and maintenance.
- Implements and monitors adherence to approved policies, procedures, programs and recommends changes and/or improvements.
- Maintains a working knowledge of complex equipment, supplies and materials used by NTHSSA.
- Identifies and coordinates the maintenance of all NTHSSA vehicles.
- Identifies and coordinates the implementation and maintenance of communications equipment, i.e., satellite phones, office and cell phones, fax machines, copiers, etc.
- Coordinates and maintains rental units in the communities for Locum/Relief Staff.
- Asset the Finance Department with Accounts Payable reconciliation, such as cable, cellphone, equipment billings, etc.

4. Provides other community liaison duties.

- Handles comments and complaints from the general public that are related to NTHSSA facilities and ensures that they are dealt with in a professional and timely manner.
- Collaborates with Senior Management in identifying resources and service requirements in the communities.
- Identifies any critical issues or incidents relating to Staff and/or Clients in a timely manner.
- Notifies the CEO and/or Senior Management of any emergency or potential emergency situation.

WORKING CONDITIONS

Physical Demands

The Facility Coordinator completes a variety of tasks locally and with the Sahtu Region. There will be occasional travel to other facilities with the Sahtu Region. Some lifting, stooping, crouching, walking etc. will be required. Approximately 70% of the time will be spent at a computer terminal.

Environmental Conditions

The work environment may not always be comfortable when inspections are being conducted with the various facilities. On occasion, decisions made may cause unfavorable reaction from clients, families, community groups and/or other staff. Incumbent may experience political pressure from community members and/or other staff.

Sensory Demands

Ability to act efficiently during emergencies;
 Ability to perform duties in distracting, complex environment;
 Hearing, sight and touch acuity in order to perform duties and make sound judgments.

Mental Demands

Living in a small isolated community with lack of personal privacy; Working with short-term visiting and casual staff; Decisions made may cause unfavorable reactions from staff and clients; and Conflicting priorities, time restraints, budget restraints, recurring vacancies and constant interruptions contribute to the demands of this position.

WORKPLACE HEALTH AND SAFETY

Employees 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.

- 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 (UNW), and Workers Safety and Compensation Commission (WSCC) -- need to ensure the 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; investigating potential risks 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.

KNOWLEDGE, SKILLS AND ABILITIES

The incumbent is accountable and must be very well organized with the ability to deliver a wide variety of services. The incumbent must have broad-based experience to be able to understand and evaluate whether standards are being met or exceeded. Strong leadership abilities and excellent verbal and written communications skills are necessary. Much of the work is accomplished through teamwork and therefore must maintain a creative and supportive environment where people are willing to work together. The incumbent should possess the following:

- A solid understanding of Quality Assurance Management, financial processes and business principles in a public organization;
- Computer literate in various MS office applications (such as word processing, spreadsheets and email);
- Ability to implement policies and evaluate same;
- Ability to work independently with minimal supervision;
- Excellent problem solving techniques;
- Very good organizational and decision making skills;
- The ability to reach sound decisions in highly stressful situations;

- Ability to set and meet multiple and often conflicting deadlines and demands;
- Ability to work effectively in a cross-cultural setting.
- Possess a valid Class 5 driver's license

Typically, the above qualifications would be attained by:

This level of knowledge is commonly acquired through the successful completion of a Property Management Program (PMP) Certification and 3 years related experience, or an equivalent combination of training and experience.

Valid Class 5 Driver's License

ADDITIONAL REQUIREMENTS

NTHSSA - Sahtu Regional Requirements:

Employee must be able to acquire within a reasonable time frame and remain current with the following training and certifications:

- WHMIS training
- Transportation of Dangerous Goods training
- Current CPR/AED and First Aid Certification
- Hand Washing Certificate
- Indigenous Cultural Awareness
- Non-Violent Crisis Intervention or similar
- Training as required by Accreditation Canada

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