



IDENTIFICATION

Department	Position Title	
Health and Social Services	Project Manager, Primary Community and Acute Care Services	
Position Number	Community	Division/Region
49-17780	Yellowknife	Territorial Health Services/HQ

PURPOSE OF THE POSITION

The Project Manager, Primary Community and Acute Care Services is responsible and accountable for leading and coordinating complex, system-wide projects that support the planning, implementation, monitoring and continuous improvement of primary, community and acute care services across the Northwest Territories (NWT). This position will lead the implementation of the Minister of Health and Social Services' key priority project Model of Care in Small Communities. This work includes the NWT wide review of how care is delivered in small communities and the development and execution of a system-wide workplan with the aim to improve equitable access and continuity of care in small and remote communities. The project is expected to be complete at the end of the 20th Legislative Assembly, March 2028.

SCOPE

Located in Yellowknife Project Manager, Primary Community and Acute Care Services (the Project Manager) reports to the Manager, Primary Community and Acute Care Services, and works closely with the Health Quality Improvement and Assurance unit within the Territorial Health Services Division. The Project Manager also works closely with other divisions within the Department of Health and Social Services (DHSS) and the Health and Social Services Authorities (HSSA) and ensures appropriate engagement with partners including but not limited to Indigenous governments and persons with lived experience to inform their work.

The role requires significant coordination and influence without direct authority to move work forward among partners with competing priorities.

The Project Manager supports the Minister's priorities by providing project leadership, business analysis, and implementation expertise across a range of primary, community and acute care initiatives. While the focus of the role will evolve over time based on departmental and system priorities, the incumbent will be required to apply consistent project management



methodologies, systems thinking, and change management skills across all assigned initiatives. Ensuring that records of decision, rationale, and critical milestones are accurately documented and maintained for organizational continuity and future reference.

Work involves politically sensitive issues, change to service models and workforce composition, and frequent engagement with senior leadership, front line service providers and public-facing communications. Travel to remote communities and out of territory will be required to ensure that work is reflective of the community experience and need.

The HSS system oversees the provision of a comprehensive range of services to a population of about 45,000 people, including approximately 20,000 Indigenous people, across an extensive geographic area of 1.2 million square kilometers, with the supports of over 2,000 staff working in the DHSS, Northwest Territories / Hay River (NTHSSA / HRHSSA) and Tlicho Community Services Agency (TCSA). The NWT HSS system has the second highest per capita expenditures in Canada, a complex legislative landscape, and multiple Federal funding arrangements to navigate. Efforts to support improved population wellness across multiple systems are faced with growing pressures, including rising costs and budgetary constraints, stretched human resources, and rising population needs and expectations. Addressing these barriers requires new and innovative ways of working, grounded in Indigenous health priorities and a focus on supporting Indigenous self-determination in health.

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 and systemic racism impact access to services, quality of care, and health outcomes for Indigenous peoples. Systemic racism 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 and eliminating anti-Indigenous racism and promoting cultural safety and anti-racism. DHSS staff are expected to honor and promote a culturally safe and anti-racist environment 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 to develop and maintain ongoing and trusting relationships.

The Project Manager will be required to model a relationship-based approach, demonstrating tact, respect, self-awareness and humility in interactions with clients, families, communities, partners and colleagues, and to support the development of equitable and culturally responsive approaches to service changes in small and remote communities.



RESPONSIBILITIES

1. Lead and manage complex, system-wide projects within the Primary Community and Acute Care Services portfolio.

- Lead planning, coordination and execution of initiatives that improve service delivery models, workforce utilization, standards, and accountability across the HSS system.
- Implementation of the Minister's key priority Model of Care in Small Communities, ensuring approved actions are translated into deliverables, timelines and sustainable system changes.
- Establish project governance (e.g., charters, terms of reference, steering/working groups).
- Proactively identify barriers, negotiates resolutions, and maintain momentum among partners amongst competing priorities.

2. Develop and steward territorial standards and tools that support small community service delivery.

- Research, review and recommend new or improved legislation, regulations, standards, policies and guidelines for new or improved programs and services.
- Coordinate the development and updates to applicable standards for community health centres and health cabins, ensuring alignment with legislation, policy, and best practice.
- Develop a positive working relationship with HSSAs and primary healthcare professionals to assess and provide the level of support required by HSS programs.
- Clarify roles, responsibilities and interfaces (e.g., CHNs, LPNs, Paramedics, allied health) in collaboration with clinical leaders and HSSA subject matter experts.
- Produce practical implementation tools (procedures, templates, checklists) to support consistent application across regions.

3. Establish a monitoring and reporting framework to track compliance, performance and outcomes.

- Work in collaboration with DHSS units and divisions to define measurable indicators, minimum reporting requirements, and a data capture approach to address historic regional data gaps.
- Coordinate baseline measurement, routine reporting (dashboards, status reports) and analysis to support evidence-informed decision-making.
- Provide regular reports and briefings to the Manager, Director, ADM/DM, and system tables as required.

4. Engage and coordinate stakeholders through influence and support executive reporting and decision processes.

- Lead and facilitate multi-partner working groups and committees (Department, Authorities, Indigenous governments, NGOs, community leadership), to develop aligned priorities, timelines, and deliverables.



- Apply relationship-based leadership to sustain engagement where project work is not participants' primary responsibility.
- Support community engagement approaches that are culturally safe and responsive to local contexts.
- Provide regular status reporting to the Manager and senior leadership

5. Apply practical business analysis, change management, and communications best practices to move work from concept to execution.

- Conduct practical business analysis to map current-state processes, identify gaps, propose solutions and assess options and implications (operational, workforce, fiscal, and legislative). Translate analysis and recommendations into clear, implementable deliverables with defined accountabilities, resourcing assumptions, and implementation timelines.
- Develop and implement change management plans (including readiness assessments, impact analysis, and training/enablement) to support successful adoption. Design and deliver targeted internal and external communication strategies, in collaboration with Communications teams, to support implementation, decision-making, and transparency.
- Prepare briefing notes, correspondence, submissions, and presentations to inform leadership decisions and support public accountability.

6. Manage project resources, contracts and contribution agreements.

- Prepare and manage project budgets, forecasts and variance reports following GNWT financial and contract procedures.
- Develop Requests For Proposals/tenders for contracts and contribution agreements, and evaluate contractor performance.
- Manage and maintain relationships with contracted resources ensuring appropriate deliverables and value for money.
- Develop business cases required to support project completion and sustainability for project success.
- Support the preparation of Financial Management Board/Executive Council submissions as required.

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 ability to execute project management tools (planning, governance, scheduling, risk/issue management, change control).
- Knowledge of change management planning and implementation.
- Knowledge of the realities of small, rural and remote service delivery; experience working with Indigenous governments, arm's-length organizations and NGOs.
- Business analysis skills (current-state mapping, gap analysis, options appraisal, implementation design).
- Ability to apply systems thinking across health service delivery and government decision-making; ability to anticipate downstream impacts across policy, operations, workforce, funding, legislation and governance.
- Ability to lead through influence and keep multi-partner working groups on track where project work is not their primary responsibility.
- Skills in facilitation, negotiation and consensus-building.
- Skills related to the identification of risks, issues and stakeholder management.
- Ability to synthesize research findings and to uncover and articulate insights that will inform and inspire design.
- Ability to develop targeted communication and engagement materials for varied audiences.
- Ability to learn financial and contract management skills consistent with GNWT procedures; experience with RFPs/tenders and contribution agreements.
- Written and verbal communication skills, including briefings, presentations, and clear documentation of decisions and next steps.
- Working knowledge of MS Word, Excel, PowerPoint, Teams, and project management tools.
- Ability to challenge longstanding norms that perpetuate inequalities within the workforce.
- 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 business or public administration, health or social sciences field, and three (3) years of relevant experience including one (1) year working 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