



IDENTIFICATION

Department	Position Title	
Health and Social Services	Manager, Health Quality Improvement and Assurance	
Position Number	Community	Division/Region
49-17779	Yellowknife	Territorial Health Services/HQ

PURPOSE OF THE POSITION

The Manager, Health Quality Improvement and Assurance, is responsible for oversight and management of quality of health services territorially to ensure they remain effective and responsive to changing health system priorities, Health Human Resources landscape, best practice and that the needs of residents are met. This position oversees the development of quality plans, monitoring and evaluation frameworks and the application and implementation of these mechanisms to ensure that health services and programs operate according to established standards and best practices.

SCOPE

Located in Yellowknife and reporting to the Director, Territorial Health Services, the Manager Health Quality Improvement and Assurance (Manager) has a direct impact on the success and effectiveness of primary, community and acute health services by utilizing strategic planning, monitoring and evaluation techniques to ensure that the services are designed and delivered to meet the needs of NWT residents.

Working closely with the Health and Social Services Authorities (HSSAs), the Manager is accountable for ensuring quality improvement and assurance through monitoring, and oversight of the implementation of primary, community and acute health services. Along with the Director, Territorial Health Services and the Manager, Primary, Community & Acute Care Services (PCACS), the incumbent contributes to and meets the objectives as outlined in the Department of Health and Social Services Annual Report, Business Plan and strategic planning exercises.

The Manager oversees and provides leadership and direction to Quality Specialist, Primary, Community and Acute Health Services, Project Manager, Quality Safety and Chronic Disease Governances and Senior Midwifery Consultant, Quality and Integration positions.



The Manager works individually and concurrently on multiple projects of varying complexity that typically involve the HSSAs and other divisions within DHSS. The incumbent accomplishes many of their tasks by leading teams and consulting with stakeholders as their work is cross cutting and requires whole system approach.

Through the use of project teams, the Manager identifies priorities, develops short- and long-term plans for identified projects and coordinates the work. The incumbent is guided by and contributes to the strategic priorities of the Government of the Northwest Territories (GNWT), Department of Health and Social Services (HSS) system and may participate in FPT tables with a focus on quality improvement, quality assurance and emerging/promising practices within health systems quality and integration.

The Manager balances advancing system priorities along with being politically aware and responsive to time-sensitive requests, such as leading and/or supporting presentations, briefing notes and other communication materials for the Deputy Minister, Minister, Cabinet, Standing Committee, Indigenous governments, and other stakeholders in the Northwest Territories (NWT). The incumbent deals with people in a variety of organizations on sensitive issues where there are frequently changing priorities, conflicting interests and perspectives.

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 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. 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 and ensure quality improvement, quality assurance and risk management through the development and implementation of health services and program oversight and accountability mechanisms.

- Lead, coordinate and manage projects underlying compliance with policies, standards and legislation, often of major significance as it relates to quality of care in health service delivery.



- Oversee statistical and data analysis and interpretation of outcome measures data to assess the extent to which targets, objectives and goals of performance monitoring efforts are being met, and recommend appropriate follow-up/response measures.
- Oversee the investigation, analysis and reporting of emerging issues and policy questions related to health services accountability and performance management.
- Contribute to the development of legislation and legislative policy as required and ensure quality and performance measures are reflective of legislation and policy requirements.
- Identify gaps and issues requiring quality improvement, quality assurance and risk management processes, and work collaboratively with system stakeholders and partners to address.

2. Provide expertise, leadership and support for the Department and HSSAs in the area of quality and effective health services and delivery in accordance with established standards.

- Provide expert advice to the Director, Territorial Health Services; Manager, PCACS; Assistant Deputy Minister, Programs; Deputy Minister; and Minister.
- Provide advice to and work collaboratively within HSS and HSSAs on the implementation and operationalization of system-level quality assurance and improvement activities and efforts.
- Establish and lead interdisciplinary and inter-organizational teams to establish and monitor territorial and HSS system quality improvement and assurance activities for priority work such as Chronic Disease Governance.
- Lead and oversee performance monitoring efforts, including compliance audits.
- Support the Manager, PCACS and HSSA partners in the implementation of quality assurance and improvement mechanisms.
- Lead the development, implementation and oversight of quality improvement efforts, including recommendations, system-level change and associated communications.
- Provide leadership and coordination to the Manager, PCACS for nursing-related policy, standards and quality issues.
- Provide leadership and coordination for allied health-related policy, standards and quality issues in consultation with appropriate stakeholders.

3. Establish and lead the monitoring and oversight of the HSS system approach to Critical Incident (CI) investigations and reporting, ensuring comprehensive tracking, transparency, and system learning and improvement.

- Establish and maintain a departmental framework for monitoring and system-level oversight of CI investigations and reporting across the HSS system, ensuring consistency, transparency and accountability.
- Lead the review, development and revision of CI policies, guidelines, and related tools to ensure alignment with current legislation, standards, and emerging best practices.



- Establish and lead interdisciplinary and inter-organizational teams to establish and monitor territorial and HSS system quality improvement and assurance activities.
 - Provide system-level oversight to ensure HSSA's comply with legislative, policy, and reporting requirements related to CI's.
 - Support the Manager, PCACS and HSSA partners in the implementation of quality assurance and improvement mechanisms.
 - Monitor CI reporting trends, investigation processes and outcomes at a system level to identify risks, gaps, and opportunities for quality improvement.
- 4. Provide leadership and guidance to the Unit and team and manage human and financial resources activities to ensure staff are able to work effectively and efficiently to achieve Unit, Divisional and system goals and objectives.**
- Coordinate and monitor the distribution of work within the Health Quality Improvement and Assurance Unit.
 - Ensure two-way, frequent communication with team members so staff are aware of matters and factors that impact their work and their role within the larger Division, Department, HSS system and national landscape.
 - Provide support and guidance to team members to assist them to accomplish tasks, responsibilities, and individual goals as described in individual, Divisional and Departmental workplans.

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 and skills relating to social determinants of health and health outcome indicators, including indicator development.



- Knowledge of both theoretical and practical aspects of project management and strategic planning.
- Knowledge of quality improvement, quality assurance, and risk management tools, strategies and techniques.
- Knowledge of regulated health professional practice, including the application of professional standards, scope of practice, ethical frameworks, and accountability mechanisms within non-clinical and governance roles.
- Knowledge of socio-technical theory, models and mapping
- Knowledge and skills relating to methodologies for developing reports and presentations, organization, and project performance reporting.
- Knowledge of political systems and political processes.
- Knowledge of and/or the ability to acquire and apply knowledge of NWT communities, Indigenous Governments, cultural considerations, and the NWT context.
- Leadership, project planning, communication and presentation skills.
- Engagement, negotiation, and change management skills.
- Organizational skills and the ability to set priorities.
- Ability to conduct research and develop policies and standards in the health services field.
- Ability to manage organizational resources that focus on results and outcomes.
- Ability to develop strategic objectives, indicators, and plans.
- Ability to think analytically, strategically and conceptually.
- Ability to affect or influence the actions and activities of colleagues and senior managers utilizing effective written and verbal communication skills.
- Ability to lead, and work effectively in small and large groups, and within an interdisciplinary team environment.
- 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's Degree in Nursing and five (5) years of relevant experience including one (1) year of supervisory or team lead experience.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

The incumbent must be registered, or eligible for registration, with the College and Association of Nurses of the Northwest Territories and Nunavut.



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