



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Regional Manager, Operations	
Position Number	Community	Division/Region
48-14022	Fort Smith	Operations/Fort Smith

PURPOSE OF THE POSITION

The Regional Manager, Operations position plays a lead role in implementing the Northwest Territories Health and Social Services Authority (NTHSSA) strategic objectives for the delivery of quality operations and services within the Fort Smith Region. Under the strategic guidance of the NTHSSA, the position will implement, monitor, and provide reporting on the delivery of operations within the region.

This position provides overall management for the provision of Health Facilities Management, Health Facility Technology Management, Health Facility Environmental, Custodial and Dietary Services Management, Regional Operational Services Management, Supply, Processing and Distribution Management, and Operational Project Management Services within the Fort Smith Region.

SCOPE

The NTHSSA is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłıchǫ 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 Tłıchǫ Community Services Agency (TCSA) will operate under a separate board and Hay River Health and Social Services Authority (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 NTHSSA - Fort Smith Region is responsible for the effective delivery of Primary and Emergent Health Care and Social Services, to approximately 2,500 residents of Fort Smith and surrounding area. The Regional Facilities include one Type C health facility and a 28 Bed Long Term Care Facility.

This Regional Manager Operations position is located in the Fort Smith Region and the incumbent is responsible for ensuring the efficient operations of the Regions' space, equipment, leases and security to all physical buildings, appropriate fleet management, disaster management, communications system management, environmental management and custodial, housekeeping, central services reprocessing (CSR), and dietary services. The incumbent is responsible for ensuring the continuing functionality of all facilities, thus impacting the work environments of virtually all staff and clients of the Fort Smith Region. The Manager collaborates with other departments and non-government organizations within the Region and across the GNWT to ensure service delivery and meet the requirements of the organization.

The incumbent is responsible for an annual operating budget of \$1,675,399 and a staffing group of 25 with 16 direct reports. Direct reports include the following positions: Regional Supervisor Dietary Services, Supply Processing/Distribution Technician, Facilities Maintainer, and 13 Housekeeping, Laundry staff, and Relief staff. The incumbent provides support and operational direction to a multi-disciplinary work force, and through recruitment and retention efforts ensures adequate staffing for the provision of safe, competent, and consistent health care to clients in the Fort Smith Region. The incumbent is responsible for recruiting, hiring, and managing a skilled workforce. The decisions and recommendations made by the incumbent may have a direct impact on the effectiveness and efficiency of human resources, program and service delivery, and financial budgets.

This position, reporting directly to the COO, will work closely with their COO and with the NTHSSA Territorial Manager supporting the program area, to ensure that client/patient needs are being supported and addressed within their regional catchment area; and to identify and address program challenges and opportunities for improvement, establish program objectives for the region, and to report on and contribute to the evaluation of the effectiveness and efficiency of the program delivery in the region. The incumbent will also contribute to the development of the program area across the territory through participation in cross-territory initiatives and projects.



RESPONSIBILITIES

1. Leads, implements, and manages facility management and coordination within the Fort Smith Region.

- Provides leadership to develop and to ensure clear understanding with regional staff and partner agencies, contractors and NTHSSA leadership of all roles and responsibilities for the maintenance, operations and management of all Health Facilities in the Fort Smith Region.
- Is the single point of contact for all Fort Smith Region staff on any facility management issue.
- Is the single point of contact with external partners for the joint resolution of all health facility services issues.
 - a. Includes tracking and follow-up on any preventive maintenance requirements (e.g., generator testing) and service maintenance requests.
- Leads, monitors and supports the development and management of annual project plans
- Maintains direct knowledge of and as appropriate supervises work on behalf of NTHSSA regional leadership for compliance with health facility standards and NTHSSA requirements.
- Plans, budgets and manages operational contractor services hired to perform any building modifications and alterations that are necessary for the delivery of programs.
- Ensures facilities are safe and in compliance with current governmental requirements, standards, best practices and various GNWT Safety Division or Workers' Safety and Compensation Commission (WSCC) Acts and Regulations.
 - a. Ensures contractors, PWS staff and direct reporting staff are aware of and comply with all WSCC, Occupational Health and Safety, and Infection Control standards are adhered to.
 - b. Ensures contractors, PWS staff and direct reporting staff are aware of and comply with all Health Information Act requirements in terms of protection of patient and client privacy.
- Researches and makes recommendations to leadership on implementation of new operational support programs, health facility technologies, health facility standards that may be required.
 - a. Provides and develops plans with initial cost estimates in consultation with other departments or other third parties.
- Provides similar range of service and management for non-health related facilities (other facilities) occupied by NTHSSA- Fort Smith Region.

2. Health Facility Technology Management and Coordination.

- Responsible and accountable for the service management and when required direct service of all health facility technology. Health facility technology includes life and



mission critical technologies which directly impact patient and staff safety as well as the delivery of required care.

a. These include but are not limited to:

- i. Beds, stretchers, exam tables, medical chairs, etc.
 - ii. Nurse call systems, phone systems, satellite phone systems, paging systems, etc.
 - iii. Medical gas systems (i.e., both cylinder logistics and storage and built in medical gas systems).
 - iv. Clinical lighting systems (i.e., procedure lights and fixed examination lights).
 - v. Sterilization technologies.
 - vi. Security systems, panic systems, etc.
 - vii. Laundry equipment and technology.
 - viii. Dietary equipment and technology.
 - ix. Any other health technology not supported by Informatics and Health Technology (IHT) staff.
- Leads and maintains an asset inventory of all Health Facility technology, preventive maintenance requirements and service histories.
 - Maintains a resource library and develop training plans for self and staff for the purpose of ensuring knowledge and understanding of the support of all regions Health Facility technology.

3. Leads Regional Accreditation Teams in the domain of Health Facilities Management Operations. These standards include but are not limited to Supply Processing Distribution, Health Facility, Health Facility Technology, Housekeeping, Laundry, Dietary and Biohazards Waste Management.

- Works collaboratively with the Regional/Territorial Quality and Client Experience Team to implement program and policy updates to align with the Accreditation Canada Standards of Excellence.
- Communicates standards, policies and procedures for Health Facility Operations as they relate to the Accreditation Canada process.
- Works collaboratively with the Regional/Territorial Quality and Client Experience Team to ensure team members receive an orientation and education on Accreditation Canada's Program and the Accreditation Process.
- Implements team action plans, based on results of any work required to align with program standards, and recommendation from onsite Accreditation Canada Surveys.
- Reports work plan process to the COO, Regional/Territorial Quality and Client Experience Team.
- Gather data and information to track program indicators set by the NTHSSA leadership team.



4. Operational Management

- Leads and implements management of regional operational contracts or the regional use of Territorial operational contracts (e.g., food services, laundry services, grounds keeping, snow removal, communication technology contracts, etc.).
 - a. Leads regional requirements gathering in the creation or renewal of NTHSSA Territorial operational support contracts.
 - b. Manages all regional operational support contracts. Suggests and recommends revisions to contract terms and conditions as necessary.
 - c. Develops plans and strategies for the effective delivery of the contracted service.
 - d. Works with the contractor to determine necessary changes or alterations to the service provided.
 - e. Acts as the primary liaison support for Fort Smith Region contract service providers with respect to facility and vehicle management responsibilities.
- Implements and manages fleet management and logistics and non-clinical Furniture, Fixture and Equipment (FFE) requirements for the Fort Smith Region.
 - a. Manages acquisition, operations, logistics, scheduling, maintenance and disposal of the regional vehicle fleet.
 - b. Manages all fleet service coordination, including as required direct support of minor service needs (e.g., tire changes, checking oil).
 - c. Manages all fleet commission and licensing.
 - d. Manages acquisition, operations, service and disposal of non-clinical furniture, fixture and equipment (FFE) - e.g., desks, chairs, ovens, etc.
 - e. Coordination with regional procurement staff for new non-clinical delivery and installation.
 - f. Direct service support of non-Clinical FFE when appropriate.

5. Plans, leads, coordinates and manages the move to and opening of renovated or new health and social services centers, temporary spaces due to movement of programs, new long term care facilities or non-clinical leased spaces.

- Identifies the impact of and plans for changes to current and future operations in order to facilitate the move to and opening of any renovated or new facility.
- Prepares staff for the move during this change management time.
- Participates in Facility Working Group.
- Participates with NTHSSA, PWS and DHSS for the commissioning of this facility.
- Works with the COO's Executive Assistant in developing communication plans.
- Plans and coordinates move to the facility, ensuring that all resources are in place.
- Determines training required for new technology, i.e. telephone, nurse call, security and other systems and ensures appropriate personnel are trained.
- Prepares all necessary policies for the new facility.
- Prepares evacuation plans for new facility.
- Provides orientation for new staff.



6. Plans, leads and coordinates and manages Health Facility Environmental Management, and Custodial Services.

- Direct supervision and management of all NTHSSA - Fort Smith Region housekeeping, laundry, and custodial staff.
 - a. Accountable to maintain relationships with the Supervisors within the NTHSSA - Fort Smith Region to remotely manage staff outside of the Fort Smith Hospital.
 - b. Accountable to develop and ensure compliance with all national and accreditation standards for health facility, housekeeping and laundry cleaning.
- Accountable and responsible for the safe handling and disposal of all biomedical waste and hazardous materials.
 - a. Regionally manages the application of the Territorial Biomedical Waste service contract.
 - b. Accountable for the management and compliance with all National and GNWT standards and application as applicable of best practices in the handling of biomedical and hazardous waste produced by the NTHSSA region.
- Develops, implements, manages and maintains policies, procedures, and best practices related to custodial, housekeeping, and laundry activities.
- Collaborates with management to strategically improve efficiency and capabilities related to custodial, housekeeping, and laundry services.

7. Management of Supply Processing and Distribution Services.

- Direct supervision and management of NTHSSA - Fort Smith Region's Supply Processing and Distribution System (SPD).
- Directs and supports the SPD Technician in adherence and compliance with Central Service Association (CSA) Standards.
- Ensures that the SPD Technician adheres to and follows Manufacturers Instructions.
- Ensures that the SPD Technician consistently applies Infection Control Standards in equipment sterilization.
- Directs the SPD Technician in Quality Control and Quality Assurance Measures.
- Ensures that the decontamination/sterilization equipment meets national standards.
- Develops, implements, manages and maintains policies, procedures, and best practices related to supply, processing and distribution services.

8. Management of Dietary Services.

- Develops, manages and maintains policies, procedures, and best practices related to the Dietary Department in conjunction with the Dietary Supervisor.
- Ensures that all dietary practices are consistent with Food Service Delivery Policies and Guidelines.
- Collaborates with the management team to improve efficiency and Resident satisfaction with meal delivery services.



- Collaborates with the Dietary Supervisor in planning, implementing and administering a comprehensive dietary program for the Fort Smith Hospital and the Northern Lights Special Care Home.
- Ensures that the Dietary Staff are consistent in the application of Infection Control standards and practices in food preparation.
- Ensures that all Dietary Staff have been trained in food handling, preparation, and serving that is in accordance with Canadian Accreditation Standards.
- Coordinates consultation with Food Inspection Officers and ensures the dietary Department's compliance with the Inspector's recommendations.

9. Emergency Preparedness Services and Management.

- Participates on the Health Emergency Management Advisory Group (HEMAG) as regional representative.
- Manages all operational procedures and their development to comply with directives from HEMAG.
- Manages the training and dissemination of all HEMAG standards to regional staff.
- Acts as Chairperson of the Fort Smith Region Emergency Management Committee (EMO) and ensures that the Fort Smith Region emergency measures are aligned with the community response plans.
- Develops and manages an emergency measures plan for fires, flooding, and power outages.
- Keeps the plan up to date and ensures regular testing of backup systems such as generators.

10. Additional Responsibilities.

- Directly supports and is involved in any incident investigation involving operational services, vehicles, health facility or health facility technology failures.
- Ensures the coordinated use and maintenance of rental units in the communities for Locum/Relief Staff.
- Responsible and accountable for the management, variance reporting and planning of assigned operational budgets.
- Responsible for orientation, training, performance review and development of program staff.
- In conjunction with the Fort Smith Region Management team and NTHSSA specialist, develops and implements standard operating procedures and operations guidelines in respect of the subject matter for which the position is responsible.
- Leads and manages the compilation of subject matter reports to support the sufficient operation of the Fort Smith Region and NTHSSA requirements.
- Provides leadership and expertise by actively participating in meetings, the Regional Management Team and other program committees.



- a. Represents the Fort Smith Region on NTHSSA committees and attends other planning or program meetings related to the operations of the GNWT and NTHSSA.
- b. This position will also be expected and capable of acting as the COO when required.
- Performs other duties as assigned by the COO for the purposes of ensuring the smooth and efficient operation of the NTHSSA- Fort Smith Region.

WORKING CONDITIONS

Physical Demands

Although some of the incumbent's time will be spent in a normal office environment, the incumbent spends a significant amount of time in various locations, indoors and outdoors, inspecting facilities, health facility technology and following up on requests. The position is expected to work with professional tools on a frequent basis, some of which are very hazardous if not applied correctly.

Environmental Conditions

The incumbent is exposed to electrical, chemical, mechanical, thermal and biological hazards on a frequent basis.

Sensory Demands

The position will be exposed to auditory and scent extremes which can overwhelm senses but the position is expected and required to use touch, sight, hearing and smell to diagnose, rectify and confirm the resolution of issues.

Mental Demands

This position is required to manage multiple issues and ensure follow through on the details as well as the big picture. The position plans at a high level and coordinates execution of minutia. In addition, the position must maintain standards for good client care and staff safety while often facing challenging resource constraints.

This position is expected to work within pressing client-imposed deadlines to maintain or enhance facility or departmental operations. Direct responsibility for the safety and comfort of the client within the roles assigned for emergency responses provides additional stress for this position. Involvement in situations with human emotions is at times heightened and volatile requires additional mental demands. Highly complex technical or process issues are routinely managed by this position.

This position is expected to maintain effective diplomatic relationships with staff, visitors, and clients, which includes dealing with individuals and groups in conflict resolution, problem solving, and team building. These situations are frequently sensitive, complex, and stressful issues that do result in heightened emotions. This position is expected to be sensitive to these



situations, which requires concentration and attention to the clients' well-being while fulfilling organizational needs.

The position lives in a small, isolated community with lack of personal privacy and working with short-term visiting and casual staff.

KNOWLEDGE, SKILLS AND ABILITIES

The incumbent should possess the following:

- Supervisory, team management and staff engagement skills.
- Knowledge of human resources and labor relation processes.
- Ability to lead remote teams, services and resources.
- Ability to both manage and directly resolve operational and service management problems.
- Ability to work with a Regional Senior Management Team.
- Ability to rapidly become familiar with a broad range of mechanical, electrical and infrastructure technologies and be able to manage or as required directly support.
- Knowledge of northern logistics, technology, construction, and context.
- Knowledge of Infection Control Practices.
- Knowledge of hospital and long-term care facilities and technology to manage operational and technical issues.
- Working knowledge of mechanical and building systems.
- Knowledge of contract administration and management.
- Knowledge of and experience with project management, particularly in a northern and/or resource constrained environment.
- Knowledge of and experience with emergency management procedures and processes related to facilities and fleet management with a northern context.
- Working knowledge of building design and construction and ability to apply knowledge to trouble shooting, direction/advice to contractors, and preventative maintenance planning/implementation and evaluation.
- Communication skills - both written and verbal - to develop and maintain internal and external networks to achieve work objectives.
- Financial management skills, including project cost tracking and variance reporting.
- Skills in risk, issues and stakeholder management.
- Skills and abilities in the application of change management.
- Skills in research, problem-solving, logistics and strategic thinking.
- Ability to work under pressure with compressed deadlines and multiple deliverables.
- 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 administration or property management with two years facility management and supervisory experience.
- A valid class 5 driver's license and satisfactory driver's abstract.
- Health care facilities management, operational management, project management, and/or contract management certification(s), preferred.
- Experience in a cross-cultural setting is preferred.
- Experience in a Northern cold weather environment preferred.
- Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Fort Smith Regional Requirements:

Within the Fort Smith Region, the Regional Manager, Operations must be able to acquire within a reasonable time frame and remain current with the following training and certifications:

- WHIMIS
- Transportation of Dangerous Goods
- Safe Supervisor Training
- Infection Control Standards
- Safety Mask Fit Testing

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

Indigenous language: Select language

- ☐ Required
- ☐ Preferred