



Government of
Northwest Territories

IDENTIFICATION

Department		Position Title	
Northwest Territories Health and Social Services Authority		Regional Manager, Continuing Care Services	
Position Number(s)	Community	Division/Region(s)	
67-10350	Fort Smith	Continuing Care Services / Fort Smith	

PURPOSE OF THE POSITION

The Regional Manager, Continuing Care Services position plays a lead role in implementing the Northwest Territories Health and Social Services Authority (NTHSSA) strategic objectives for the delivery of quality continuing care 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 continuing care services within the region.

This position provides overall management for the Northern Lights Special Care Home 28-bed Long-term Care Home, the Elder Day Programs, and the Home and Community Care Program 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 Tłıchʼo 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 Tłıchʼo 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.

The NTHSSA – Fort Smith Region is responsible for the effective delivery of Primary, 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.

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.

This position is located in the Fort Smith Region and the incumbent is responsible for the overall daily management of the Continuing Care and Home and Community Care continuing care programs, and an annual operating budget of \$ 3,070,000, and a staffing group of 45, with 7 direct reports. Direct reports include the following positions: Administrative Assistant, Regional Supervisor Long Term Care, Home and Community Care RN, Home and Community Care LPN, and 3 Home Support Workers. 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 this 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. They will also contribute to the development of the program area across the territory through their participation on cross-territory initiatives and projects.

RESPONSIBILITIES

1. Leads, implements, and manages the delivery of quality-based Continuing Care Services within the Fort Smith Region.

Main Activities:

- Provides leadership to regional staff and programs to ensure that all continuing care clients/patients served by the Fort Smith Region receive equitable, efficient, appropriate, accessible, timely, and safe continuing care.
- Collaborates with the Territorial Manager, Continuing Care Services to identify current and future delivery requirements in Continuing Care Services through program development.

- Advises and informs the regional COO with regard to program and service delivery, quality plans, outcomes, opportunities, risks, threats, and including but not limited to incidents affecting or potentially affecting the safety and/or well-being of continuing care clients/patients and/or staff, and the integrity of the Fort Smith Region and the NTHSSA.
- Recommends strategic initiatives, and identifies opportunities to sustain or improve the continuing care program and service delivery, for review and consideration by the NTHSSA.
- Leads the development of and implements a continuing care work plan for the region that aligns with the NTHSSA's strategic direction for continuing care.
- In collaboration with NTHSSA leadership, develops and implements performance indicators, measure for improvement, and reports on outputs and outcomes on a periodic basis as determined by the NTHSSA.
- Collaborates with the Territorial Manager, Continuing Care Services to develop regional procedures for Continuing Care program areas.
- Communicates with the Territorial Manager, Continuing Care Services and other members of the Clinical Integration Team to share program priorities and goals.
- Collaborates with Regional Manager of Acute Care, and Regional Managers within related disciplines in the NTHSSA, the TCSA, and The HRHSSA, to ensure a quality acute care program that is delivered consistently across regions and jurisdictions.

2. Leads Regional Accreditation Teams in the domain of Continuing Care Service. These standards include but are not limited to Long Term Care, Home Care, Home Support, Infection Prevention and Control, and Managing Medications.

Main Activities:

- 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 Continuing Care Services and programs 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, and Territorial Manager, Continuing Care Services.
- Gather data and information to track program indicators set by the NTHSSA leadership team.
- Promotes clients' and families' involvement in planning and service design, as well as quality and safety issues at the organization level, including quality improvement and client safety activities.

- Fosters respectful, compassionate, culturally appropriate, and competent care that is responsive to the needs, values, beliefs, and preferences of clients and their family members. Supports mutually beneficial partnerships between clients, families, and health care service providers.

3. Leads and manages the logistics of regional continuing care service delivery, including but not limited to, the management and support of staff and scheduling, and the management of capital resources required to meet regional operational needs.

Main Activities:

- Provides subject matter expertise, guidance, direction, and exemplary leadership to the Regional Continuing Care Services staff.
- Effectively and efficiently manages a budget, human and capital resources in order to facilitate a successful continuing care program and service delivery in the Fort Smith Region. Variance reporting as required.
- Manages the continuing care program within the allocated resources and in accordance with the Territorial Acts and Regulations, NTHSSA Policies and adherence to professional regulations, standards and protocols while following an inter-disciplinary model to maintain and enhance the health and wellness of the people of the NWT.
- Collaborates with Regional Managers, dyadic leadership, and any other relevant counterparts of the Fort Smith Region to ensure safe, effective, and efficient coordination of continuing care to clients/patients.
- Participates in regular meetings with the Territorial Manager, Continuing Care Services to plan programming and models of care delivery.
- Travels to other regional centers as required to conduct audits.
- Communicates program goals and activities to all required parties; provides direction and guidance to staff involved in programs and services.
- Participates in the recruitment, placement, and orientation of staff, and participates in developing strategies for staff retention.
- Supports the educational needs of all staff via conferences, workshops, distance education programs and clinical practicums.
- Conducts employee performance evaluations.
- Participates on various committees to help ensure the provision of quality services and coordination of services on local and regional level.
- Collaborates with the Territorial Manager, Continuing Care Services to prepare and report on the Enhanced Home Care Funding.
- Collaborates with the Regional/Territorial Manager, Acute Care Services to assess and address the impact of alternate level of care patients in hospitals.
- Collaborates with the Regional/Territorial Manager, Acute Care Services to develop a procedure to manage the alternate level of care patients in hospitals.

4. **Represents the NTHSSA Fort Smith Region in Labour Relations to ensure that harmonious working relationships with the Union of Northern Workers (UNW) and management are maintained.**

Main Activities:

- Works with the COO in handling first level grievances in coordination with Human Resources and UNW.
- Leads meetings with the UNW local representatives as the need arises and/or on a regular basis to discuss issues/concerns and work together to resolve same.

5. Additional Responsibilities.

Main Activities:

- Directly supports and is involved in any incident investigation involving continuing care services.
- Responsible and accountable for the management, variance reporting and planning of assigned continuing care budgets.
- Responsible for orientation, training, performance review and development of program staff
- In conjunction with 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, Committees Regional Management Team and other program committees.
 - Represents the Fort Smith Region on NTHSSA committees and attends other planning or program meetings related to the operations of the GNWT and NTHSSA.
 - This position will also be expected and capable to act as the COO when required.
- Performs other duties as assigned by COO for the purposes of ensuring the smooth and efficient operation of the NTHSSA – Fort Smith Region.

WORKING CONDITIONS

Physical Demands

Exposure to physical strain related to sitting for long periods of time and eye strain working with a computer.

Travel to small communities may be required. Travel maybe by way or small aircraft or driving on winter ice roads.

Environmental Conditions

Exposure to crisis situations requiring immediate attention and discussion. Often exposed to extreme weather conditions during travel.

Sensory Demands

Exposure to crisis situations requiring immediate attention and discussion.

Mental Demands

Disruption to lifestyle caused by work schedule. Exposure to numerous interruptions that would cause disruption in carrying out duties in a timely manner. Exposure to emotionally disturbing experiences. Dealing with unknown factors, uncontrolled work-flow and overlapping demand. Periods of concentration and attention to detail all can cause mental and emotional fatigue and strain.

KNOWLEDGE, SKILLS AND ABILITIES

- A good working knowledge of program management, including budget development, preparation, and control is required to ensure financial responsibilities are carried out effectively and efficiently.
- Ability to develop and maintain positive working relationships with individuals, agencies, elected community leaders, and employees in order to communicate program information, including the ability to obtain and respond to feedback from these individuals.
- A high level of interpersonal skills including effective communication, coaching and motivation is essential in order to manage the human resources assigned to the position so human resources performance is at optimal capacity and assisting staff and stakeholders to accept change.
- Knowledge of how to design and facilitate a change process. The ability to build and work with groups and teams, planning and implementing change; skilled in group dynamics and conflict resolution.
- Ability to build solid partnerships and alliances based on trust and to work with a variety of people from different backgrounds and personalities.
- Excellent written and oral communication skills including listening, observing, identifying and reporting.
- Knowledge and ability to use a variety of intervention and prevention methods, and determine which method is most appropriate at any given time.
- Must have excellent organizational and time management to manage multi-disciplinary responsibilities in a timely and effective manner.
- Must be sensitive to the geographical and cultural needs of the people and understand how community and culture impact the delivery of health care.
- Must have a working knowledge of total quality management or continuous quality improvement processes.
- Must working knowledge with word processing programs and spreadsheets.

Typically, the above qualifications would be attained by:

The above knowledge and skills are most commonly acquired through a Baccalaureate in Nursing plus five (5) years of management/supervisory experience and 3 years' experience in a continuing care setting.

ADDITIONAL REQUIREMENTS

Fort Smith Regional Requirements:

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

- WHIMIS
- 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

Aboriginal language: To choose a language, click here.

- ☐ Required
- ☐ Preferred