



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Regional Manager, Allied Health Services	
Position Number	Community	Division/Region
48-8105	Fort Smith	Allied Health/Fort Smith

PURPOSE OF THE POSITION

The Regional Manager, Allied Health Services plays a lead role in implementing the Northwest Territories Health and Social Services Authority (NTHSSA) strategic objectives for the consistent delivery of quality allied health 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 allied health services within their region.

This position provides overall management of the following programs with the Fort Smith Region: Laboratory Services, Diagnostic Imaging Services, and Rehabilitation Services.

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 Tłı̄chǫ 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 Tłı̄chǫ 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.

Located in Fort Smith, the Regional Manager, Allied Health Services (Manager) will report to the Chief Operating Officer (COO), and will work closely with their COO and with the NTHSSA Territorial Managers supporting these program areas to ensure that client/patient needs are being supported and addressed within their regional catchment area. In addition, this position identifies and addresses program challenges and opportunities for improvement, establishes program objectives for the region, and reports on and contributes to the evaluation of the effectiveness and efficiency of the program delivery in the region. The Manager also contributes to the development of the program areas across the territory through their participation on cross-territory initiatives and projects.

RESPONSIBILITIES

1. Leads, implements and manages the delivery of quality-based Allied Health Services (AHS) within the Fort Smith Region of the NTHSSA.

- Provides leadership and direction to regional staff and programs to ensure that all allied health patients/clients serviced by the Fort Smith Region receive equitable, efficient, appropriate, accessible, timely and safe care.
- Collaborates with the Territorial Manager, AHS and Territorial Manager, Laboratory and Diagnostic Imaging to identify current and future delivery requirements in Allied Health, Laboratory and Diagnostic Imaging Services through consistent, territory-wide 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 affection the safety and/or wellbeing of allied health care clients/patients and/or staff, and integrity of the Fort Smith Region and of the NTHSSA.
- In collaboration with the COO, recommends strategic initiatives, and identifies opportunities to sustain or improve the allied health care programs and service delivery, for review and consideration by the NTHSSA.
- Leads the development of, and implements an allied health services work plan for the region that aligns with the NTHSSA strategic direction, policies, and procedural guidelines for allied health services.
Works collaboratively with the NTHSSA leadership to contribute to the development and implementation of performance indicators, measures for improvement, and reports on outputs and outcomes on a periodic basis as determined by the NTHSSA.
- Collaborates with the COO, the Territorial Manager, AHS and the Territorial Manager, Laboratory and Diagnostic Imaging to develop regional procedures for Allied Health, Laboratory, and Diagnostic Imaging program areas.
- Communicates with the COO, the Territorial Manager, AHS, the Territorial Manager, Laboratory and Diagnostic Imaging and other members of the Clinical Integration Team to share program priorities and goals.

- Collaborates with the COO, Regional Managers of AHS and Regional Managers within related disciplines in the NTHSSA, the TCSA and the HRHSSA to ensure a quality allied health services programs are delivered consistently across the regions and jurisdictions.
- Proactively works with the patient, family and other regional and territorial staff to enhance the patient experience and to address concerns and complaints.
- Collaborates with regional and territorial managers for standardization, consistency and best practices implementation

2. Leads Regional Accreditation Teams in the domain of Allied Health Services. These standards include but are not limited to Rehabilitation Services, Transfusion Medicine, Laboratory Services, Point of Care Services, and Diagnostic Imaging.

- 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 and ensures integration of standards, policies and procedures for Allied Health Services and programs into day to day practice 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, Territorial Manager, Laboratory and Diagnostic Imaging and Territorial Manager, AHS.
- In collaboration with the COO, gathers data and information to track program indicators set by the NTHSSA leadership team.
- Ensures and 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.
- Collaborates with the COO, territorial, and regional management to standardize policies, procedures, metrics and program services.

3. Leads and manages the logistics of regional allied health services 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.

- Provides subject matter expertise, guidance, and direction to the Regional Allied Health Services staff.

- Manages a budget, human and capital resources in order to facilitate a successful allied health program and service delivery in the Fort Smith Region. Variance reporting as required.
- Manages allied health care programs within the allocated resources and in accordance with Territorial Acts and Regulations, NTHSSA Policies and adherence to Professional Regulations, Standards and Protocols while following an interdisciplinary model to maintain and enhance the health and wellness of the people of the NWT.
- Collaborates with the COO, the Regional managers, to ensure safe, effective and efficient coordination of allied health services to clients/patients.
- Collaborates with the dyadic leadership and the physicians of the Fort Smith Region to ensure safe, effective and efficient coordination of AHS to clients/patients.
- Participates in regular meetings with the Territorial Manager, AHS and the Territorial Manager, Laboratory and Diagnostic Imaging to plan programming and models of care delivery.
- 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 and proactively manages performance issues.
- Participates on various committees to help ensure the provision of quality services and coordination of services on local and regional level.
- In collaboration with the COO, implements action plans from Territorial Manager, AHS and Territorial Manager, Laboratory and Diagnostic Imaging in response to program indicators performance.
- Collaborates with the COO, the Regional/Territorial Manager and Territorial Leads to implement a Point of Care Programs.
- Collaborates with the COO, the Regional/Territorial Manager, and Territorial Leads to implement a Quality Program in Laboratory Services and Diagnostic Imaging.
- Provides input for the Territorial contract for referred out laboratory services.
- Works collaboratively with regional and territorial managers to integrate care, and to improve the client/patient experience.

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.

- Works with the COO in handling first level grievances in coordination with Human Resources (HR) 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.
- Collaborates with HR to assist staff with accommodation plans and progress.
- Provides effective and timely performance feedback, mentoring, and coaching.

5. Workplace Health and Safety: Employees of the Authority 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, and Workers' Safety and Compensation Commission (WSCC)) need to ensure our 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 or other incident reporting systems, investigating potential risk and accidents, and applying timely corrective measures.

6. Additional Responsibilities

- The Regional Manager, AHS will be required 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

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

The pace of work is unpredictable and will require the ability to multitask and prioritize. The incumbent will experience numerous interruptions that would cause disruption in carrying out duties in a timely manner. Job holder will be required to manage unknown factors, uncontrolled work-flow and overlapping demands.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of program management, including budget development, preparation, and control to ensure financial responsibilities are carried out effectively and efficiently.
- Knowledge of different discipline roles and scope.
- Knowledge and ability to use a variety of intervention and prevention methods, and determine which method is most appropriate at any given time.

- 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.
- Knowledge of total quality management or continuous quality improvement processes.
- Knowledge with word processing programs and spreadsheets.
- 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.
- Interpersonal skills including effective communication, coaching and motivation in order to manage the human resources assigned to the position.
- Ability to build solid partnerships and alliances based on trust and to work with a variety of people from different backgrounds and personalities.
- Communication skills including listening, observing, identifying and reporting.
- Organizational and time management skills to manage multi-disciplinary responsibilities in a timely and effective manner.
- Ability to be sensitive to the geographical and cultural needs of the people and understand how community and culture impact the delivery of health care.

Typically, the above qualifications would be attained by:

A Baccalaureate in a Health Field plus two (2) years of management and supervisory experience and three (3) years of recent experience in Laboratory Services.

Equivalencies may 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