



IDENTIFICATION

Department	Position Title	
NWT Health and Social Services Authority	Chief Operating Officer	
Position Number	Community	Division/Region
48-4248	Yellowknife	Stanton/HQ

PURPOSE OF THE POSITION

The Chief Operating Officer (COO) is accountable for providing strategic leadership to the Stanton Territorial Hospital (STH), a facility of the Northwest Territories Health and Social Services Authority (NTHSSA). This includes primary oversight for program and service delivery and strategy implementation in the STH.

As a member of the NTHSSA Executive Leadership Team, the COO contributes to planning, implementing, monitoring, and evaluating the overall health and social services strategy for the NTHSSA. In collaboration with other members of the NTHSSA Executive Leadership Team, the COO serves as a champion for the development of an organizational culture of quality, safety, inquiry and patient/client focus.

The COO, in collaboration with the NTHSSA Executive Leadership Team, champions the transformation agenda of the Government of the Northwest Territories (GNWT), including the goals of ensuring optimal effectiveness and efficiency through shared services and reduced duplication, integrated program planning, design and evaluation, improved quality of service, and accountability for performance and outcomes.

In accordance with the priorities and directions established by the Department of Health and Social Services (DHSS), the COO works within the legislative and policy frameworks of the GNWT.

SCOPE

The Chief Operating Officer is located in Yellowknife, and reports to the Chief Executive Officer of the NTHSSA. The NTHSSA is the single provider of all health and social services in the NWT, with unique collaborative arrangements in the Hay River and Tłı̨chǫ regions. It covers 1.2

million square kilometers and serves approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. Health and social services include a 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 Tłıchǵ Community Services Agency (TCSA) will operate under a separate board and Hay River Health and Social Services Authority (HRHSSA) will in the interim operate as a separate authority, 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 Chief Operating Officer (COO) reports to the Chief Executive Officer (CEO), along with five other regional COOs; the Executive Director Clinical Integration; the Executive Director, Corporate and Support Services; the Chief Financial Officer; the Territorial Medical Director; and the Chief Medical Information Officer.

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. As a key member of the Executive Leadership Team, the COO will collaborate on the integration of health and social services programs throughout the Northwest Territories to ensure efficient and effective service delivery.

The COO works collaboratively with members of the NTHSSA Executive Leadership Team as required to implement an interdisciplinary culturally sensitive and patient-centered approach to care and ensure that territorial policies, standards and service quality levels are achieved at the local and territorial level.

The COO, in collaboration with the Executive Director, Clinical Integration, will also work collaboratively with the DHSS to ensure that programs and services provided by the STH are consistent with NTHSSA and Departmental directions, priorities, policies, standards, regulations and legislative requirements. The roles, and/or their delegates, that will require closest collaboration are:

- The Director of Policy and Legislation, accountable for establishing legislation, regulations, and policies that define the scope of services, as well as service delivery, privacy and official language requirements for funded programs and services.
- The Director of System Strategy, Performance and Accountability, accountable for requirements relating to evaluation, reporting, and monitoring of outcomes achieved by programs and services.
- The Director of Health Services accountable for territorial strategy and standards for primary and secondary health services provided directly to all NWT residents.
- The Assistant Deputy Minister of Health Programs, accountable for territorial strategy and standards for health, seniors and continuing care services.

- The Assistant Deputy Minister of Families and Communities, accountable for territorial strategy and standards for statutory services, child and family services, aboriginal health and community wellness.
- The Chief Public Health Officer of the NWT, accountable for public health, including surveillance, disease prevention and control, and public health emergencies.
- The Chief Financial Officer and Director responsible for the performance management of the Public-Private Partnership (P3) hospital operations model.

The STH is a 100-bed accredited facility, and is the referral centre for approximately 43,000 NWT residents, as well as residents from the Kitikmeot Region of Nunavut. The STH COO is accountable for the day-to-day operational leadership of the STH, Stanton Medical Clinic, Stanton Medical Centre and the Stanton Eye Clinic.

The STH group of facilities provides a range of acute inpatient and ambulatory services. The services include physician specialist services in internal medicine; general surgery; orthopedics; anesthesiology; pediatrics; obstetrics; adult, child and youth psychiatry; ear, nose and throat; and ophthalmology. STH also provides trauma level emergency services, urgent care, intensive care, family medicine, dialysis, physical therapy, occupational therapy, speech language pathology, audiology, pharmacy, lab, radiology, extended care, central supply reprocessing, facilities management, and materials management.

The COO is accountable to provide leadership to a cohesive, multi-disciplinary team. This team includes physician specialists, emergency room physicians, general practitioners, nurse practitioners, nursing personnel, pharmacists, allied health professionals, translators, administrative staff, and facilities staff.

The COO has primary oversight and accountability for patient centered care delivery with a focus on quality and safety, and developing and executing the long term strategy for the STH group of facilities. The COO plays the leading operational role in directing and managing the P3 relationship with the contracted Facility Management service provider and Project Co.

The COO is also accountable for ensuring that the programs and services are delivered according to NTHSSA protocols, clinical standards, and operating procedures to ensure effective and safe program delivery.

DIMENSIONS

STH number of employees:	529
STH number of physicians:	22
Number of physical sites:	5
Compensation & Benefits	\$82 million
Operations & Maintenance	\$43 million
Total Annual Operating Budget	\$127 million

RESPONSIBILITIES

The COO is accountable to the NTHSSA CEO for providing strategic direction and leadership in the execution of health and social services delivery at STH.

The COO is responsible and accountable for:

Leadership

- Leads all STH employees and key stakeholders in the alignment of the NTHSSA vision and values.
- Champions the NTHSSA philosophy and reputation to assist in building trust and confidence of the territorial health and social services system.

Strategic Development and Implementation of Change

- Assists the NTHSSA leadership team to identify regional health and social service issues and trends, and their impact on short and long term planning.
- Assists the NTHSSA leadership team in the development of the Territorial Strategic Plan, objectives, priorities, action plans and outcomes.
- In collaboration with the NTHSSA clinical integration team and in consideration of how leading practices (e.g. Accreditation Canada) best apply at the regional level establish the model for delivery of health and social programs provided by the STH, and quality improvement strategies.
- Establishing program plans, standards, policies, procedures and guidelines with the NTHSSA clinical integration team, as well as recommending and supporting the development of clinical tools and resources to be used for program delivery in the STH.
- Establishing mechanisms to support monitoring of programs and services to ensure compliance with program expectations and requirements.
- Planning, implementing, and monitoring, a culture of quality and safety in the STH, in accordance with NTHSSA and DHSS directives, Territorial and National legislation, regulations and standards, including requirements for public health, emergency preparedness, privacy, patient and staff safety, infection control, and Accreditation Canada.
- Directing on the service volumes and clinical outcomes that are expected for each program and service delivered by the STH, in consideration of the resources available to support service delivery.
- In accordance with NTHSSA priorities and strategic plan, assists in the development of and implementation of an NTHSSA operational plan that aligns with STH priorities to accommodate diverse interests with limited resources.
- Establish conditions that support a healthy workplace, optimal performance and development of staff through performance management, human resource planning, creation of positive learning environments and planning for change.
- Relationships and Partnerships
- Build productive and collaborative working teams and relationships with multiple key stakeholders in order to achieve goals. This includes local relationships with Aboriginal governments, community governing organizations and Non-Government Organizations.

- Maintain a positive working relationship with the regional wellness council and ensure their advice meaningfully informs regional service delivery.
- Ensure effective and timely regional communications in line with NTHSSA communications strategy, in collaboration with the NTHSSA corporate services team.
- Prepare proposals, reports, and other communications as required by the NTHSSA CEO and DHSS colleagues.
- Provide innovative leadership to a broad range of program partners and stakeholders in a time of substantial change and opportunity with the GNWT.
- Builds strong, productive and collaborative working teams and relationships with multiple key stakeholders in order to ensure all program and service requirements are implemented efficiently and effectively at the regional level.

Team Leadership and Staff Engagement

- Maintains a culture of respect, accountability, integrity, safety and empowerment within and among all departments of STH.
- Leads the STH team in the establishment of an environment of culturally sensitive patient centered care, team work, safety and innovation
- Fosters a positive, engaging, learning culture, ensuring up to date knowledge, regulatory and technical skills.
- Fosters a culture that supports the attraction, retention and engagement of all levels of staff.
- Ensures individual and team developmental opportunities are identified
- Ensures that regional systems and processes are in place to support corporate human resource management.

Quality, Safety and Patient Care

- Identifying clinical support, people and talent, and development needs to support the delivery of programs and services.
- Leading staff to ensure that all program and service requirements are implemented efficiently and effectively at the regional level.
- Provides direction to staff to plan, implement, monitor, and evaluate effective resourcing models for the delivery of services, utilizing a multi-disciplinary team approach.
- Delegates authority, resources and activities appropriately to staff for achievement of the NTHSSA vision, mission, and values. Promoting resourcefulness in using existing resources and leveraging progress already made when overseeing the development of tools, resources and requirements for programs and services.
- Accountable for monitoring, evaluating, and reporting to the NTHSSA, as well as other regulatory bodies as required, on the quality and outcomes of programs and services delivered by STH.
- Ensuring that appropriate action is taken in situations of non-compliance with program standards and expectations, or when results/outcomes are not as expected.
- Providing leadership in planning, implementing, monitoring, and evaluating systems to ensure regional compliance with Accreditation Canada required organizational practices and standards, in collaboration with territory-wide Accreditation Canada initiatives led through the NTHSSA clinical integration team.

- Providing leadership in planning, implementing, monitoring, and evaluating regional emergency preparedness plans, in collaboration with territory-wide emergency preparedness planning led through the NTHSSA clinical integration team.

Financial Accountability

- Ensures the deployment of the STH resources are in line with budgets, strategic plans, legislation and relevant ethical and professional standards.
- Ensures effective participation with the planning, development, monitoring and ongoing reporting of the STH operating and capital budgets and operating plans.
- Anticipates the need for capital investment and new service proposals and works in collaboration with the NTHSSA leadership team to develop comprehensive business plans.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

The COO will be required to travel outside of Yellowknife on a regular basis (2-3 times per month). Travel will be by small aircraft or by lengthy driving in potentially less than optimal road and a variety of weather conditions. It is not unusual to be weathered in or delayed by transportation issues when on duty travel to other communities.

There will be considerable demands placed upon the incumbent by internal and external stakeholders to quickly develop solutions and achieve results, which is challenging in light of the ongoing demands on the local and national health and social services system.

In addition, there is also a need to negotiate a consensus among a variety of independent stakeholders in the health and social services system.

There is an expectation that the COO coordinate and facilitate an orderly, integrated response to regional needs in a period of change and fiscal restraint, while still maintaining team motivation, vision, commitment, and effectiveness. The advocacy role of NGOs and special interest groups places a high demand on the COO to respond publicly to political inquiries and media requests with timely and accurate information.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledgeable, conversant, and current in primary health care; emergency care; intensive care, surgical care; allied health, maternal care and pediatrics. This includes having sound understanding of, and being accountable for compliance with, statutory mental health requirements.
- Proven ability to lead and manage at a senior level in an inter-disciplinary, ever changing, and diverse environment, including an ability to lead and manage off-site operations.
- Understanding of contemporary leadership and management styles and philosophies as a framework for visionary and results-oriented leadership.
- Exceptional written and oral communication skills, including the ability to deal with a wide array of people in a non-judgmental, age-, gender-, sexuality-, and culturally-sensitive manner.
- Proven ability to work with groups and teams, including an understanding of group dynamics.
- Ability to build strong partnerships and strategic alliances based on mutual trust and respect.
- Excellent critical thinking and decision-making skills.
- Sound knowledge of health and social services legislation, programs, services and policies.
- Sound financial, human resource, and facility management skills.
- Proven ability to lead organizational change
- Knowledge and understanding of human personality, attitude formation and change.
- Knowledge of self: motivations, strengths, weaknesses and biases.
- Possess a strong vision driven by continuous quality improvement and results, while still remaining open and approachable.
- Strong negotiation skills.
- Community development knowledge, skills, and ability, with theoretical and practical knowledge of community development issues and best practices.
- The COO must be a skilled communicator who recognizes the political and traditional significance of the Chiefs and Councils. The COO must be sensitive and responsive to the differing political elements of each community.

Typically, the above qualifications would be attained by:

This level of knowledge, skill and ability is typically acquired through the completion of the following:

1. A Registered Nurse or Physician with 5 years' experience in Acute Care settings.
2. A Master's Degree in health or business administration (equivalent degrees at the Master's Level will be considered), with a minimum of 10 years senior level management experience of which at least 5 years are in acute care settings, or
3. Registered Nurse or Physician with an undergraduate degree in a related field (nursing,, health administration, business administration, or equivalent), with a

minimum of 12 years senior level management experience including at least 7 years in Acute Care settings.

The following qualifications/experiences will be considered an asset:

- Certified Health Executive;
- Certified in LEADS in a Caring Environment Framework (LEADS);
- Certified Human Resources Professional;
- Certified in the Service Improvement Planning and Implementation (SIPI) Methodology;
- Certified in a Project Management Methodology (PMI or PRINCE2 Practitioner);
- Certified in Prosci Change Management Process (Prosci ADKAR Model);
- Professional designation and experience in one of the health & social services professions;
- Advanced knowledge of accounting and/or finance; and
- Previous experience in an Indigenous health services environment.

ADDITIONAL REQUIREMENTS

Proof of immunization in keeping with current public health practices.

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