



IDENTIFICATION

<i>Position Number</i>	<i>Position Title</i>	
37-5861	Manager, Health Services	
<i>Department</i>	<i>Division/Region</i>	<i>Location</i>
Dehcho Health & Social Services	Dehcho Region	Fort Simpson

PURPOSE OF THE POSITION

The purpose of this position is to provide professional support to clinical operations, Community Health Nurses, Public Health and Dental Therapy staffing and retention, orientation and in-service programming to Board Health Care and professionals and support staff.

To ensure the delivery of quality Healthcare services including planning, implementation and evaluation of community health, treatment, health promotion, surveillance programs and support services. This is achieved by working with the Nurses in Charge, Regional Public Health Coordinator and Dental Therapy staff in the Dehcho Health and Social Services Region, in accordance with various GNWT Health Acts (Medical Profession Act, Mental Health Act, Nursing Profession Act, Public Health Act etc.), legislation including the Canada Health Act and Canadian Occupational Safety and Health Regulation.

SCOPE

Located in Fort Simpson, this position is one of seven positions reporting to the Director, Community Programs and Services. The 3 Nurses in Charge, 1 Regional Public Health Coordinator and 1 Dental Therapist report to the Manager. The incumbent has expenditure commitment authority within the approved budget of \$4,122,133.00 per annum and nutrimental in providing safe and effective Healthcare and Homecare for up to 3,354 residents.

The incumbent is responsible for the provision of in-service training, staff orientation, professional development for 15 nurses, 1 dental therapist, 2 Public Health staff and 4 Community Health Representatives in the 9 Dehcho communities. Provision of effective orientation, and in-service training directly impacts on the ability and availability of those healthcare and homecare professionals to provide quality care to the approximate 3,354 residents of the Dehcho Region.

RESPONSIBILITIES

Community Health, Public Health and Dental Therapy Services: develops and implements policies and procedures to ensure quality community health, public health and dental therapy services.

Main Activities:

1. Recommend changes to operational procedures that benefit clients and improve the delivery of health and homecare services.
2. Standardize administrative procedures to reduce duplication of effort and improve operational functions.
3. Develops, delivers and/or facilitates the delivery of orientation, in-service training, certification and re-certification programs.
4. Monitors the implementation of training plans and orientation for effectiveness, identifies needs for improvements and recommends these to management and/or implements the changes as authorized.
5. Identify common problems in standards and levels of healthcare, public health and dental therapy services with other Regional and Territorial Community Health, Public Health and Dental Therapy Leaders.
6. Works cooperatively with other health and dental therapy professionals to establish liaison and acquire information and guidance on current acts, regulations and practices.
7. Implements and provides direction to the Nurses in Charge and Regional Public Health Coordinator on immunization schedules, monitoring and surveillance. Monitors operations and initiates corrective action required.
8. Provide the necessary resources for staff to enhance the general health of their communities.
9. Promote community awareness of the role of healthcare workers in order to enhance community development and the effectiveness of healthcare delivery in accordance with Board Policy and Procedures.
10. Recognize the cultural diversity of the communities and incorporate this into the planning and delivery of services.
11. Understand, support and promote community participation in decision-making and ownership of constructive changes to enhance the community's health.
12. Promote healthy public policy.
13. Perform other duties as may be assigned from time to time.

Health Centre Operations: ensure the delivery of efficacious community health, public health and dental therapy services in accordance with the GNWT and Canadian Health Acts and legislation.

Main Activities:

1. Collaborate with the Nurses in Charge, Regional Public Health Coordinator and Dental Therapy to determine quantity and quality of supplies and equipment within the each Unit.
2. Ensure an ongoing preventative maintenance program for equipment.
3. Establish and maintain a Quality Assurance Program.
4. With Nurses in Charge, the Regional Public Health Coordinator and Regional Dental Therapist evaluate equipment and furnishings to determine O&M and capital expenditures.
5. Evaluate and recommend destruction of outdated administrative records and drugs/biologicals.
6. Direct activities of professional and non-professional staff when field situations require immediate action.
7. Develop and implement management strategies, regional organization and work-flow systems to promote greater utilization of human and material resources.

Staffing: ensure DCHSS has appropriate staff to deliver community health, public health and dental therapy programs throughout the Region in accordance with the GNWT Acts and Policy.

Main Activities:

1. Assess and identify the need for professional and support staff.
2. Recommend staffing action and suggest modifications of staffing complements to meet emergencies, changing situations and maximization of staff training and talents.
3. Participate in the screening and selection of nursing, public health and dental therapy personnel with the Manager, Human Resources, and assess personal and professional qualifications of potential candidates.
4. Orientate new staff to the Dehcho Health and Social Services Authority philosophy and objectives.
5. Encourage and counsel staff in personal and professional growth and development; supply information about courses, seminars, conferences and recommend staff attendance at same.
6. Prepare written performance appraisals to direct subordinates, and review performance appraisals written by supervisors.
7. Issue warnings and take disciplinary action in accordance with the Collective Agreement.
8. Write and review job descriptions to reflect work responsibilities of health, public health and dental therapy staff.

9. Develop, revise and evaluate on an on-going basis, educational resources necessary to support staff.

Staff: supervise and direct Nurses in Charge, Regional Public Health Coordinator and Dental Therapy staff to ensure delivery of efficacious primary health care.

Main Activities:

1. Assess and evaluate Community Health Nurses, Public Health staff and Dental Therapist skills in history taking, examination and ability to make a differential diagnosis, formulate a treatment plan and do relevant follow-up.
2. Assess and evaluate the individual role of other health related support staff to ensure job applicability, satisfaction and career opportunities.
3. Ensure that staff are taught and can demonstrate competencies in special procedures as approved by NWTRNA statement on Medical Nursing Responsibilities and in accordance with Board Policy and Procedures.
4. Demonstrate and teach new techniques and skills during field visits.
5. Provide guidance and support to medical/nursing students.
6. Handles first level grievance.
7. Evaluate the delivery of Primary Health Care:
 - (a) Chart Audits
 - (b) Observing clinical settings
8. Conduct exit interviews and/or surveys with terminating staff and analyzes responses.

Communication: maintain liaison within and outside the Board to ensure a coordinated approach to transfer of information.

Main Activities:

1. Report to the Director on a regular basis.
2. Establish and maintain contacts with other agencies and support groups at territorial, regional and community levels.
3. Maintain a thorough network of support agencies.
4. Participate in short and long term planning for the Board.
5. Collaborate with Primary Community Care Team to advocate health and social services environments are conducive to ethical practice and to the health and well-being of clients and others in the setting.
6. Facilitate and foster active communication, collaboration and linkages between key stakeholders, within and outside the community.

KNOWLEDGE, SKILLS AND ABILITIES

The responsibilities of Manager, Health Services requires a specialized professional knowledge to meet assigned nursing, liaison, clinical support and training material development, and report

writing responsibilities.

The skills and abilities to apply clinical nursing principles and practices, as well as those of health promotion and community development are required in order to deliver the required level of in-service training and also to function as Nurse in Charge from time to time.

Organizational and time management skills are required in order to manage the diverse workload and conflicting demands for attention and unexpected changes in priorities and assignment.

The incumbent must have the ability to meet and communicate effectively with people of all ages and backgrounds in a multi-cultural setting in order to obtain feed-back from all stakeholders, and perform student liaison and recruitment activities.

The incumbent must be able to work cooperatively with peers, subordinates, the public and community agencies and groups in team approaches to ensure understanding of the role of the health and related professionals in their community.

TYPICALLY, THE ABOVE QUALIFICATIONS WOULD BE ATTAINED BY:

Knowledge of the principles and practices of contemporary nursing, health promotion, and effective written and verbal communication would most commonly be acquired by successful completion of a Bachelor Degree in Nursing.

Registration with the NWTRNA is required in order to meet the requirements of the NWT Nursing Professions Act.

WORKING CONDITIONS

Physical Demands

Some extended work hours as required.

The incumbent works on a computer approximately 40% of the time.

Environmental Conditions

Incumbent works in a reasonably comfortable work environment.

Must travel during severe weather conditions and fair to poor road conditions year round.

Sensory Demands

Incumbent must be a good listener during staff interviews and consultations.

Discussions are frequently with persons of different linguistic and cultural backgrounds who may be emotional and/or confrontational when demanding health and related services.

Absolute accuracy is required to safeguard patient health and limit Board liabilities.

Mental Demands

Concentrated attention to detail in accurate completion of reports.

Disciplinary action taken can cause emotional responses.
Time of change and evolution of Organization can lead to high levels of stress.
On-call for emergencies to communities as needed.
Debriefing of employees in traumatic situations.
There can be major threats to community health or safety and irrational reaction by community members or Leaders.

EXCLUSION/INCLUSION

Section A

- This job should be included in the bargaining unit
- This job should be excluded from the bargaining unit (complete section B)

Section B – Rationale for exclusion from the bargaining unit

Comments:

Human Resources Manual: Section Exclusion

#6 (f) in a position with duties and responsibilities that include carrying out the following on a regular basis:

- (i) Staffing;
- (ii) interpreting employment contracts;
- (iii) resolving workplace conflict;
- (iv) responding to grievances; or
- (v) providing advice in respect of the matters referred to in subparagraphs (i) to(iv);

- When determining if a position should be excluded from the bargaining unit it must be determined that in carrying out the normal day to day functions of their position would place them in a conflict if they are included in the bargaining unit. Having access to confidential information does not justify exclusion of the bargaining unit.

The Manager, Health Services would be in conflict if he or she is included in the bargaining unit as determined by the Job Description. The incumbent will have duties and responsibilities that include carrying out #6(f)(i) to(v) on a regular basis thus the position would need to be excluded to ensure there is no conflict in the performance of the job.

CERTIFICATION

Title: Manager, Health Services