

Subordinates

There are 8 positions reporting directly to the Director, Iqaluit Health and Social Services Programs, They are:

Administration Assistant

This position provides general administrative support to the Director including monitoring contracts and completing projects assigned by the Director.

Manager, Social Services – Iqaluit

This position supervises community social service workers that provide child protection, family social work, probation services and community liaison.

Manager, Public Health – Iqaluit

This position supervises staff involved in nursing, public health, and health promotion.

Manager, Mental Health - Iqaluit

This position supervises staff involved in the provision of mental health services.

Manager Rehabilitation Services - Iqaluit

This position coordinates the provision of rehabilitation services to Iqaluit residents.

Supervisor Home & Community Care - Iqaluit

This position coordinates the provision of Home Care services within Iqaluit.

Supervisor, Akausisarvik – This position supervises the residential mental health facility and staff in Iqaluit.

Finance Officer – This position handles all financial matters, contracts and related services of the Health and Social Services Programs portfolio as well as liason with the Manager of Finance at QGH.

Nature and Scope

Iqaluit Health Services region covers the largest population in Nunavut and includes almost one quarter of the population of the Territory encompassing approximately 7,000 residents. Services are delivered through the staff in the community and provide support to the services offered at the medical boarding home: a group home for adults and a children's group home; a women's shelter; a residence for the aged and the handicapped and the Qikiqtani Regional Hospital, a new 35 bed hospital, with full imaging, diagnostic, and laboratory services. Tertiary care services not available in Nunavut are contracted, primarily in southern Canada. requiring an additional layer of transportation and related services.

The Director is responsible for effectively managing the community Health and Social Service Programs as a part of an integrated regional Health and Social Services system. The position is accountable for contract administration where services are provided outside of government. The Director will be challenged to balance the demands of a wide spectrum of programs running concurrently including community based social services, mental health services, public health nursing, child protection services,

adoption services, and home support services under territorial legislation and departmental policies.

The City of Iqaluit is the largest and fastest growing community in Nunavut. With the continued expansion of the capital, there will be increasing demands on the services provided by the Director and staff. In addition to being a strong manager capable of organizing workloads to deal with high volume caseloads analytical skills in the development of a longer term plan to cope with the Iqaluit expansion. The changes in Nunavut demographics will be most evident in Iqaluit where traditionally there will be a larger population of non-Inuit and where traditional family practices may not be in evidence. This will require greater interventions on the part of community care givers.

The Director is responsible for effectively managing the provision of Health and Social Services for the City of Iqaluit as part of an integrated regional Health and Social Services system. The position is accountable for contract administration where services are provided outside of government.

Community Health and Social Services Programs impact on resources across the Department through the use of services. The Director must have a sound knowledge in all aspects of community operations including social work, mental health and nursing in order to coordinate, integrate and supervise a wide variety of complex activities conducted by various professionals. In particular, the Director must find mechanisms to link functions under his or her direction with the important work being undertaken by mental health and wellness workers in other sections of the department in each community.

Caregivers must be a part of a larger interdisciplinary team involving outside social agencies, local governments, schools, aboriginal organizations, police and the public. The Director must find ways to encourage stronger linkage with caregivers in other communities to develop a sense of community ownership and involvement in the identification of solutions. Enhanced interagency committees will be critical to the success of the system at the community level and the Director must be a strong negotiator with the ability to influence people who may have divergent opinions.

Demands for services at the community level are stretching the ability of the system to be responsive. Community staff are under intense daily pressure to respond to the demands of rapidly expanding and increasingly unhealthy and dependant populations. As the only caregivers in the system who have the ability to provide help in life threatening situations, their role is extremely important and very stressful. Turnover rates currently exceed 50% making the system dependant on a transient workforce whose skills are in high demand across Canada and around the world. The Director will be challenged to maintain a high quality of service under these trying circumstances while finding ways to improve retention and introduce more Inuit into the system.

It is incumbent upon this position to ensure the development of staff throughout the area of responsibility.

Dimensions

Person years: 8 direct (approximately 80 in total)

Specific Accountabilities

- Managing public health, mental health, Home Care, health promotion and protection, child protection and family programs within Iqaluit in accordance with departmental policies, guidelines and acceptable results.
- Developing, through a team orientated approach, a vision and a community plan that is supported by staff, community agencies and informal community leadership.
- Developing more effective relationships and partnerships between Baffin communities and the Health and Social Services system, in program planning and in the promotion of well-being.
- Functioning as a member of Iqaluit's senior management team and as a leader within the Department, to coordinate the delivery of health and social services program within a shared vision of the true future.
- Providing professional advice and support to the Minister, Deputy and ADM, through the Executive Director Iqaluit Health and Social Services, on community issues.
- Effectively supervising staff and providing a staff development program aimed at improving their skills in their area of responsibility.
- Evaluating, or causing to be evaluated, the performance of staff with the aim of improving services and the professional capacity of staff, both individually and as teams.
- Developing and implementing effective budget controls and managing the budget in accordance with the requirements of the Financial Administration Act and departmental policy.
- Developing budget documents and financial forecasts to support community program needs.
- Ensure that appropriate levels of client service are maintained and that programs are being delivered effectively and efficiently.
- Providing strong professional leadership to interdisciplinary teams responsible for service delivery.
- Establishing effective communication linkages between community Health and Social Service Centers, the Qikiqtani Regional Hospital and caregivers from outside of Nunavut.
- Monitoring the operations in Iqaluit to ensure that standards of care meet professional and departmental standards.
- Facilitating the extended use of tele-health for treatment and training.

Knowledge, Skills and Abilities

- Several years management experience preferably at the senior management level in health and/or social services
- Experience in public government
- Experience in rural and remote settings
- Degrees in one or more of the following: social work, nursing, health administration, public health, business/accounting management, social sciences, public administration (not an exhaustive list)
- Membership or eligibility for membership in CCHSE