GOVERNMENT OF NUNAVUT

POSITION DESCRIPTION

<table>
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<tr>
<th>Date:</th>
<th>January 31, 2017</th>
<th>Position Number:</th>
<th>10-11144</th>
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<tbody>
<tr>
<td>Position:</td>
<td>Director, Kitikmeot Regional Health Centre</td>
<td>Fin. Code:</td>
<td>10640-01-4-410-100000-01-1100</td>
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<tr>
<td>Reports to:</td>
<td>Executive Director, Kitikmeot Region</td>
<td>Incumbent:</td>
<td>Vacant</td>
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<tr>
<td>Location:</td>
<td>Cambridge Bay</td>
<td>Effective:</td>
<td>January 31, 2017</td>
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Certified that this position description accurately describes the position of Director, Kitikmeot Regional Health Centre.

Deputy Minister: Health

General Accountability

This position reports directly to the Executive Director for the Kitikmeot Region and is responsible for the effective and efficient organization, administration and operation of the Kitikmeot Regional Health Centre in accordance with the strategies and policies established by the Department.

The position also carries responsibility for coordinating the corporate functions of finance, payroll, information technology, continuous quality improvement and special projects related to risk and asset management. As a member of the Senior Management Team, this position contributes to ongoing program planning and development of strategies through active participation.

Organizational Structure

This position is one of 7 reporting to the Executive Director, Kitikmeot. The other 6 are:

Facility Manager
Director, Health Programs  
Director, Population Health  
Manager, Mental Health  
Manager, Finance  
Shipper/Receiver

**Subordinates**

The Director is responsible for the supervision and management of 11 positions.

**Administrative Assistant 10-11873:** The incumbent is responsible for assisting in the efficient and consistent delivery of day-to-day administrative support within the department. The incumbent ensures smooth operation and facilitation of clerical support and other services for staff in order to ensure invoices and other office work/processes are prioritized and referred to the proper authority.

**Nurse Manager, Outpatient Services 10-05526:** The Nurse Manager provides leadership, direction and support to community health nurses. The incumbent works with community health nurses to provide professional/nursing services in an expanded role to all community clients, such as individuals, families, groups and the community at large. The incumbent manages a significant budget during the fiscal year of the provision of comprehensive medical service in the community.

**Manager, Support Services 10-11858:** Reporting to the Director, the Manager directs and supervises support resources for the Kitikmeot Regional Health Centre. Support services are provided during the regular Monday to Friday workweek with “On-call” coverage after hours. The remoteness of the Kitikmeot Regional Health Centre from major referral centres, requires the incumbent have a comprehensive understanding of dietetic, housekeeping, janitorial, laundry services and medical systems and must be able to initiate equipment repairs, maintenance and service in partnership with other service providers. This includes inventory tracking of assets and be the main liaison with the GN Department of Community & Government Services for building maintenance and security.

**Registered Nurse Manager LTC Unit 10-13798:** In the Kitikmeot Regional Health Centre in Cambridge Bay the inpatient unit accommodates continuing care residents and palliative care residents. The Manager provides leadership, direction and support to the nursing and support staff. The incumbent works with nursing staff to provide professional nursing services in an inpatient setting but with a community approach to all community members, as individuals, families and groups. The incumbent manages a significant budget during the fiscal year and must operate within that defined budget using sound judgement in allocating funds in the most appropriate manner.
Manager, Health Records 10-11295: The Manager is responsible for patient information retention, handling and dissemination of statistical data to various governments’ agencies. The Manager assumes responsibility decisions related to department management including responsibility for decisions related to department management including responsibility for an operating budget and a significant role in risk management practices and the direction of regional management staff. The incumbent facilitates several programs such as medical transcription services, archival functions, electronic patient index etc. The position requires extensive and expert knowledge in the handling of patient medical records and their safeguarding, and current legislation and regulations related to such programs.

Manager, Maternal and Newborn Services 10-12351: This Manager maintains a current license in Midwifery and has the lead role of reintroducing midwifery into the health care system in a manner that respects the Region’s and Nunavut’s midwifery’s history and fulfills national standards. This position introduces maternity care workers into the health care system to enhance existing pre and post-natal care. This position requires the incumbent to maintain strong community connections to facilitate community needs and capacity assessment. The incumbent contributes to a strong bond between midwives, maternity care workers and other providers committed to improving maternity care. This position informs and educates the public and health professionals about midwifery and maternity care services. This position also participates in the recruitment and retention of maternity care providers in the Region and when requested in the Territory and facilitates communication and a coherent expansion of midwifery and maternity services.

Registered Nurse Manager 10-12216: This position is located in Gjoa Haven Continuing Care facility. The Manager provides leadership and support to the nursing and support staff and ensures a safe and welcoming environment for a long term care residents. The manager is part of the territorial network of continuing care units and contributes the development and standardization of policy and procedures focusing on maintaining or improving the quality of life of the residents.

Community Therapist Assistant 10-NEW: The Occupational Therapist is a licensed health professional that is part of a rehabilitation team. This position plans, develops, organizes, delivers and evaluates Occupational Therapy services to all population in the region.

Radiology Technologist 10-11290: The Radiology Technician provides radiological, Holter monitor event recorder and electrocardiogram services as prescribed by health practitioners. In this position the incumbent complies with the Health Canada Radiology Guidelines, the Code of Ethics and Standards of Practice of the Canadian Association of Medical Radiological Technologist
(CAMRT). The Technologist ensures quality images in a safe and efficient manner employing the As Low as Reasonably Achieved (ALARA) principle.

**Laboratory Specialist 10-11577:** The incumbent is skilled at phlebotomy procedures and collects and performs analytical testing on multiple types of lab specimens. Results are reported appropriately and within established practice standards.

**Ultasonographer 10-13991:** The Ultrasonographer is located at the Kitikmeot Regional Health Centre and is instrumental in providing diagnostic imaging services to the region. The incumbent utilizes ultrasound equipment to independently produce and interpret high quality sonographic images as required by the Radiologist for a complete and accurate diagnosis.

**Nature and Scope**

Located in Cambridge Bay, Nunavut the Director, Kitikmeot Regional Health Centre assumes responsibility decisions related to this regional resource including significant operating budgets, capital assets, supervisory leadership and direction to program manager. The incumbent directs programs and services in accordance with GN legislation, standards and the direction established by the policy and philosophy of the Department of Health.

The position has a significant impact on service at the community level through the motivational leadership of program management, organization, integration and delivery that affects general population health indicators, high-risk clients and significantly impacts the long-term broad determinants of population health in the region.

**Position Dimensions and Divisional Budget:**

- O&M Budget: 9,210,000
- Person Years: 53.1
- Spending Authority: Full within budget

**Specific Accountabilities**

1. Planning, implementing and measuring the delivery of Health Centre impatient and outpatient programs by:
   - Prioritizing service provision, assigning responsibility and delegation authority
   - Supervising and maintaining open communication with all subordinates/clients
   - Accurately reviewing all invoices prior to approving payments
   - Ensuring the maintenance of statistical workload measurements
   - Maintaining program delivery within budget allocations
• Monitoring service provision in the Medial Boarding Home
• Directing, managing and maintaining accountability and control of resources to improve the effective use of resources required for programs
• Capital planning in conjunction with Senior Management
• Ensuring the development of, and ongoing participation in quality assurance activities
• Ensuring client and staff safety
• Approving and monitoring statistical processes

2. Providing team leadership for managers to support them in effective and complex service delivery, high stress situation, competing service priorities and assisting with retention by:
• Appropriately delegating responsibilities and ensuring follow through
• Communicating Department priorities and establishing resource allocations
• Developing new and innovative concepts and unique solutions in collaboration with managers and staff to provide integrated and coordinated service delivery at the community level and to ensure that expeditious action is taken when potentially threatening situations suddenly arise
• Fostering effective teamwork between all departments in the Health Centre in cooperation and collaboration with Regional Office and Headquarters
• Coaching and mentoring staff as appropriate to improve performance
• Supervising the day-to-day running of the health centre and being visible and accessible to all staff
• Being proactive in preventing burnout and fatigue through scheduling, regular meetings with team leaders and active listening and response to issues and concerns
• Providing resources for staff when critical incidents occur and debriefing is required
• Being an effective change agent when changes in program, policy and procedures will impact the day-to-day work of staff

3. Analyzing, anticipating and acting on emerging trends and program issues to reduce service gaps, potential risks to clients, staff and department and ensure that services are provided by the right people at the right time in order to increase responsiveness and effectiveness through:
• Collecting information, statistics and client feedback
• Analyzing a variety of hard and soft data and weighting the importance of each in planning services
• Planning for program growth changes and needs
• Planning for staff training, shortages, and integration of services
• Realignment of resources and staffing to reflect emerging trends
• Providing the information in a formal document such as a Briefing Note or Business Case
4. Assuming responsibility for Public Relations issues and taking effective steps to ensure public confidence in Department services by:
   - Ensuring public awareness of Department policies and practices
   - Ensuring the Executive Director is promptly and accurately briefed on relevant and/or critical issues for the Department, the Minister and the media
   - Mediating and managing a variety of complex, sensitive and politically charged activities
   - Being sensitive and tactful when faced with controversial issues
   - Professionally liaise with agencies and professionals in education, the union, Departmental staff, Minister’s office, MLA’s, Tertiary Referral Centres, Boarding Homes and Case Managers outside of Nunavut
   - Addressing community and client complaints swiftly and effectively and including the Office of Patient Relations as needed.
   - Encouraging staff to be active participants in the community by attending recreational events, open forums, community feast, and well committee meetings and other community building initiatives

5. Developing, implementing and managing quality assurance activities in order to reduce Department liability, increase client satisfaction and improve service delivery by:
   - Ensuring that the Department’s Mandate, Values and Vision, Business Plan, Inuit Societal and strategic plans are reviewed and integrated into programs and services
   - Conducting program reviews and audits supervising contracted services
   - Setting and monitoring policies and procedures
   - Ensuring there is an effective complaint procedure for clients and staff

6. Anticipating and managing special projects and initiatives to ensure there is growth within the organization and the services provided by:
   - Participating in research and development projects
   - Researching and writing proposals for funding for new services
   - Collaborating with other senior managers to coordinate pilot projects or programs that reach outside divisional boundaries (emergency measure, TB prevention and control, health status improvement, staff training and morale etc.). Ensure that the goals and objectives of the organization as approved by the department and the Executive Director are realized through the effective utilization of staff and resources within the financial parameters available to the facility
   - Ensuring the Executive Director is well informed of developments within the organization through the submission of regular financial reports with accurate forecasting, operational reports, and other special reports as required
   - Ensuring management continuity and quality performance by selecting, developing, motivating and evaluating senior management personnel within his/her mandate
• Ensuring the highest quality of resident care by fostering and promoting cooperation among all those concerned with rendering professional care
• Ensuring that the public image of the facility is kept at an optimum level by maintaining good public relations with the community as a whole as well as other health care districts, health organizations/associations and government agencies and departments
• Foster effective team work between all departments in the Health Centre in cooperation and collaboration with Regional Office and Headquarters
• Coach and mentor staff as appropriate to improve performance

7. accountable for developing and maintaining an active Occupation health and Safety committee, identifying issues and actions to resolve issues.

8. accountable for ensuring that a Quality assurance and Risk Management program is maintained as directed and collaboration with department to focus on quality improvement initiatives, accreditation standards, policies and procedures

9. accountable for ensuring all regulated staff have current registration and licensing with their professional staff; relevant support staff have certification in the Transportation of Dangerous Goods.

10. Accountable for overseeing the maintenance of the facility and vehicles to ensure that deficiencies and corrective action, are promptly identified and reported to the Executive Director.

Knowledge, Skills and Abilities:
• Undergraduate degree in a health related field is required
• 5-7 years of progressive management experience. Experience in a health care facility is an asset
• Ability to obtain and maintain membership to the Canadian College of Health Leaders
• Effectively speak, listen and write in a clear, succinct yet thorough and timely manner respecting etiquette and protocol whether it is by phone, email or in reports
• Ability to prioritize and meet deadlines
• Critical thinking and problem solving skills are essential
• Experience working in a cross-cultural setting is essential
• Ability to work with other health care professionals in a management capacity
• Knowledge of leadership and management principles
• Knowledge of conflict resolutions principles and experience providing mediation of personal conflicts and disputes, writing skills, negotiation skills and abilities to handle media relations
• Knowledge of management practices and staff supervision
Knowledge and experience related to finance management including budget planning and forecasting, procurement, major and minor capital projects
Knowledge of current community challenges and opportunities related to the mission, vision and goal of the Department of Health
Ability to facilitate the implementation of new directives and provide the resources and supervision to ensure staff readiness and success
Familiarity with accreditation standards and all legislation
The incumbent requires a broad working knowledge of significant aspects of the programs being administered in accordance with sound practice methods, ethical considerations and several Nunavut Statutes and legal legislation covering regulated and unregulated staff, cultural issues, healthcare issues, inter-relationships of various government departments for example, Education, Children and Family Services, Housing and Community & Government Services
The skill and ability to demonstrate leadership and inspire staff loyalty and support to the organization and its leaders especially during difficult periods, in order to inspire confidence in clients and staff
Ability to work independently and responsibly to operate with appreciable latitude for independent actions within the Department policy framework
Ability to motivate and guide staff in high stress situations, communicates professionally with significant conflict and stress
Ability to think strategically, analyze situations and make critical decisions that reflect current trends in research and best practice
Knowledge of promotional and intervention techniques in system and groups, community development, matching resource allocations with realistic outcomes
Proficiency in the use of computers for word processing, financial management spreadsheets, email, internet and intranet
Ability to recognize and report learning needs in order to fulfill the roles and responsibilities of the position and develop learning plans for self and staff
This is a Position of Trust, Criminal Record Check including Vulnerable Sector Check is required.

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<tr>
<th>Employee Signature</th>
<th>Supervisor Title</th>
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<tr>
<td>Printed Name</td>
<td>Supervisor Signature</td>
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**Date:**

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I certify that I have read and understand the responsibilities assigned to this position.

I certify that this job description is an accurate description of the responsibilities assigned to the position.

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<tr>
<th>Deputy Head Signature</th>
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**Date**

I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.

Please attach Organizational Chart indicating incumbent’s position, peer positions, subordinate positions (if any) and supervisor position.

“The above statements are intended to describe the general nature and level of work being performed by the incumbent of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position”.