



Job Description

Identification

Position Number	Position Title	
X01-05	Director Health Services	
Department	Position Reports To	Site
Executive Offices	Chief Executive Officer	Hay River Regional Health Center

PURPOSE OF THE POSITION

Reporting to the Chief Executive Officer and working as a member of Hay River Health & Social Services Authority Senior Leadership Team.

This position is one of 7 members of the Senior Leadership Team (SLT) of HRHSSA. Other members are the Director of Finance, Director of Child, Family and Community Wellness, Director of Continuing Care, Manager Human Resources, Manager Quality and Risk, Executive Assistant and the Chief Executive Officer.

The Director of Health Services is responsible for the planning, controlling, coordinating and directing of client related services, which includes facility based and community programs covering the broad spectrum of health and social services. The Director is responsible to make sure the necessary resources are readily available for the continuous improvement of care service delivery.

SCOPE

This position may be located at one of the Hay River Health & Social Services Authority (HRHSSA) locations. They include the Hay River Regional Health Center (HRRHC), the Woodland Manor, Supportive Living Services and/or the Náydı Kúę Building. The HRHSSA is an accredited, integrated health authority that provides the following services: 19 acute inpatient beds (14 Community Support Beds, 1 Family Suite (Palliative), 2 Secure Rooms, 2 Observation beds), Emergency and Ambulatory Care, including dialysis and endoscopy; Midwifery Care and Delivery; 25 Long Term Care beds; Supportive Living Campus (a Territorial campus providing 11 permanent residences); Diagnostic Services (Diagnostic Imaging, Ultrasound, Mammography); Laboratory; Medical and Specialty Clinics including Diabetes programming; Social Programs (Community Counselling, Family Preservation, Healthy Families and Child and Family Services, Primary Care and Community Health, Home Care, and Rehabilitation which includes Physiotherapy, Occupational Therapy and Speech Language Pathology; and a full range of Support Services.



Programs and services are provided to Hay River, which has a population of approximately 3,800 plus six outlying communities with a catchment population in excess of 6,000. The HRHSSA has an operating budget of 34 million dollars and a staff of approximately 250 employees.

The Director, working with the managers and supervisors, is responsible for the planning, development, administration, coordination and evaluation of client care services.

The Director is responsible for the initiation and development of new services and for ensuring the necessary financial, human resources, information technology, and support services are available to establish and sustain programs and services.

The Director is accountable for budgeting, program and policy development in a complex health client service operation, and must exhibit leadership abilities in such areas as delegating, coaching, group facilitation, and conflict resolution. The incumbent provides information, advice and makes recommendations that contribute to the decision making process regarding the strategic plan, financial planning, information and program planning and strategies to the CEO, the Authority and other senior leadership.

The Director must have broad-based knowledge of all Authority operations. The incumbent must be able to provide leadership guidance to the Chief Executive Officer and the other members of the leadership team in areas including organizational and program management as well as strategic and business planning.

RESPONSIBILITIES

The General Accountability of this position requires the incumbent to:

1. Set direction to administer and facilitate the day-to-day provision of all client service areas of the Authority. The Director liaises with external stakeholders to ensure expectations and/or needs are considered in overall planning of services.
2. Assemble the right combination of teams or participants to accomplish strategic and operational goals.
3. Analyze internal and external situations and data to facilitate planning, decision-making and progress. Overseeing the development, design and implementation of new programs/services in the program areas ensuring evaluation occurs and expectations of the programs/services are met.
4. Demonstrate systems thinking in the implementing, monitoring and evaluation of service delivery. Responsible for implementing standards and processes for measuring success and tracking quality service delivery and outcomes.
5. Develop goals and objectives in collaboration with staff, which are consistent with the strategies, goals and service needs of the community and the Authority. (In collaboration with the Chief Executive Officer,



Senior Leadership Team and staff, establish the Organization's mission, vision, values and goals based on the service needs of the community).

6. Be fiscally responsible in delivering the programs. The Director contributes, as a member of the Senior Leadership Team, to the development of an operational budget for the client service areas by making recommendations on operational needs and capital budget requirements, monitoring the budget on a continual basis to ensure services and programs are delivered in an effective and cost efficient manner.
7. Initiate and maintain relationships with key stakeholders in government and other related external agencies and community groups. The Director represents the department or Senior Leadership on various multidisciplinary teams and committees, both internally and externally, to facilitate the provision of quality services and to coordinate services on a local, regional and national level.
8. Maintain a continuing awareness of developments in relevant fields of health and social service administration, through liaison with other professionals and participation in continuing education opportunities.
9. Provide leadership for human resources functions, in collaboration with the Human Resources Department, including planning, recruiting, orientation/education, performance management, labour relations and job evaluation. This includes providing guidance in resolving complex human resources issues. The Director provides coaching and mentorship to managers, supervisors and staff.
10. Be cognizant and sensitive to the cultural needs of patients and staff.
11. Provide consultation and advice to the Chief Executive Officer and the Authority, working as a member of the SLT and sharing overall corporate management of the Hay River Health & Social Services Authority.
12. Represent the Chief Executive Officer as required. Performing other duties as assigned by the CEO, when required.
13. Chair the Clinical Services Team.

POSITION ROLE IN CLIENT & STAFF SAFETY:

The HRHSSA is committed to creating a culture of safety throughout the organization. A culture of safety is necessary to provide optimal care to our clients, and a healthy workplace for staff. An organization with a culture of safety is characterized by several elements:

- Client-centered care;
- Healthy workplace;
- Open communication; and a
- Blame-free and accountable environment.

All staff throughout the organization shares the responsibility for client and staff safety by:



- Demonstrating a commitment to safety;
- Complying with safety policies, procedures and best practices;
- Identifying and reporting safety issues; and
- Participating in safety initiatives.

CRIMINAL RECORDS CHECK:

Employment with the Hay River Health & Social Services Authority is contingent on providing a satisfactory criminal record check including the vulnerable sector check to the Human Resources Office prior to the official start date of a position.

KNOWLEDGE, SKILLS AND ABILITIES:

- Strong leadership and management abilities with skills in facilitating change. Knowledge of supervisory principles and the ability to apply those principles to lead and motivate staff, promote team building and foster effective working relationships among departments, clients and their families, and community resources. The incumbent must be able to work with staff to maintain a creative and supportive work environment where people are willing to work together for the benefit of the client.
- The incumbent must have excellent oral and written communication skills, and public relations skills. Ability to communicate effectively in order to: negotiate contracts, resolve disputes, motivate staff, delegate duties, lead working groups and provide training. Design of reporting systems requires the ability to help users define information needs. The Director should possess good negotiation/mediation skills, as well as some knowledge of labour relations principles in a unionized environment as he or she is often called upon to resolve conflicts.
- Excellent organizational skills, with the ability to anticipate future needs and initiate, coordinate and deliver a wide variety of programs and services. Time and stress management skills are necessary in order to effectively manage multiple demands.
- Excellent problem solving, data analysis, decision-making skills, as well as advanced computer skills are required.
- The incumbent must also have excellent interpersonal skills to: provide constructive feedback and direction, resolve conflicts, build consensus, delegate, build teams, engage external partners, manage change, earn trust and respect and promote integrity.
- A broad knowledge of client care and management experience is necessary to effectively and efficiently direct and coordinate the delivery of the range of client care services.
- Knowledge and the ability to apply the nursing process, and current principles, standards and practices of nursing management. A sufficient clinical background and sound professional judgment is needed for coaching or directing staff through complex or problematic cases.
- General knowledge and understanding of budgeting and financial processes. Planning and financial analysis skills are required to implement new systems and to ensure that the budget processes provide sufficient funding for current and planned operations.
- The incumbent must have knowledge of quality assurance processes and accreditation standards. The incumbent must have a broad-based experience in nursing and client care needs to be able to understand and evaluate whether standards for acceptable care are being met or exceeded.



- At a systems or organizational level, the incumbent must be able to: develop strategic and operational plans, needs analyses, budget plans. The Director must be able to solve problems creatively, initiate accountability, consult, set priorities, develop policy, measure and improve performance and develop a client focus orientation.
- Must be able to acquire within a reasonable time frame and remain current with the Non-Violent Crisis Intervention certification.

QUALIFICATIONS:

The level of knowledge, skills and abilities required for this position are typically acquired through a Bachelor of Nursing Degree with 5 years clinical experience, 10 years of progressively more responsibility experience in Health Administration and a minimum of 5 years of management/leadership experience. Eligibility for registration with the CANN (College and Association of Nurses of the Northwest Territories and Nunavut) is a requirement.

ADDITIONAL REQUIREMENTS:

All employees hired by the HRHSSA are required to undergo an Employee Health Risk Assessment upon their start date, and annually thereafter. [OTHER- ex. Ministerial Appointment/Delegation, hospital privileges, etc].

Position Security (check one)

- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

Language Requirements (check applicable)

- English
- French
- Bilingual
- Required Language (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)

Indigenous Language

- Required
- X Preferred

Driver's License

- Required

Continuous/Non-Continuous

- X Continuous
- Non-Continuous

WORKING CONDITIONS:

Physical Demands

Much of the time is spent sitting in a comfortable position with frequent opportunity to move about. Majority of the time is spent sitting at the computer, desk or in meetings.

Environmental Conditions

Incumbent works in an office environment, with mild exposure to infectious diseases. Occasionally the incumbent is exposed to sharps. Duty travel is required periodically.

Sensory Demands

Due to long periods of concentration, accompanied by frequent interruptions requires the Director to continually evaluate and shift priorities. At times three or four senses must be utilized in observing the efficiency and the effectiveness of the incumbents departments.

The Director regularly needs to give attention, reading, observing and listening to what is happening. Occasionally (Frequently) the need becomes one of giving very close attention.



Mental Demands

Like other (health care institutions) Health Authorities throughout Canada, the Hay River Health and Social Services Authority finds itself existing in a climate of rapid change, fiscal restraint, high turnover rates and facing the constant challenge to attract experienced health care professionals. All of these issues can lead to mental anguish, stress and fatigue.

There is ongoing pressure for results, as well as from complaints and requests to improve and/or make changes to client services and programs. Regularly the pressure can increase for a time and may be accompanied by confrontation or similar situations. There is occasionally the need for decisions/actions without much information.

The Director participates in decision-making that effects the strategic direction of the operation, client care, staffing and resource acquisition and usage. The work requires periods of intense concentration and subject to constant interruption.

The Director deals with conflicting priorities, tight deadlines, heavy workload, difficult clients, frequent complaints, politicians, news organizations and funding disputes.



CERTIFICATION:

<p>_____</p> <p>Employee Signature</p> <p>_____</p> <p>Printed Name</p> <p>_____</p> <p>Date</p> <p>I certify that I have read and understand the responsibilities assigned to this position.</p>	<p>_____</p> <p>Supervisor Title</p> <p>_____</p> <p>Supervisor Signature</p> <p>_____</p> <p>Date</p> <p>I certify that this job description is an accurate description of the responsibilities assigned to this position.</p>
<p>_____</p> <p> _____</p> <p>Director/Chief Executive Officer Signature</p> <p style="margin-left: 400px;">_____</p> <p style="margin-left: 400px;"><i>April 14, 2025</i></p> <p style="margin-left: 400px;">Date</p> <p>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</p>	

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

Edit Record:

- May 2010 editorial changes, scope, client safety
- December 2013; editorial changes; minor updates
- April 2016; editorial changes; minor updates
- September 2016 – updated logo
- August 2018 – logo, site, commitment statement
- April 2022 – NVCI training update & Náydı Kúę
- April 2025 – name change; editorial updates