



Hay River Health & Social Services Authority | Administration des services de santé et des services sociaux de Hay River
37911 MacKenzie Highway | 37911, route MacKenzie
Hay River, NT X0E 0R6

IDENTIFICATION

<i>Position Number</i>	<i>Position Title</i>	
X-01-04	Director of Finance and Operations	
<i>Department</i>	<i>Position Reports To</i>	<i>Site</i>
Executive	Chief Executive Officer Hay River Health and Social Services Authority	Hay River Regional Health Centre

PURPOSE OF THE POSITION

The Director of Finance & Operations (DFO) reports to the Chief Executive Officer of the Hay River Health & Social Services Authority (HRHSSA) and works as a member of the Senior Leadership Team.

The DFO is accountable for the effective and efficient management of the financial operations of the HRHSSA. This includes the provision of financial and accounting services encompassing full cycle accounting processes up to the completion of the annual consolidated financial statements and ongoing management reporting; treasury and cash management, and asset and risk management. In addition, the DFO position plays a lead role in the establishment and maintenance of the financial budget allocations and financial accountability for HRHSSA operations.

The DFO is responsible and accountable for planning, directing and overseeing the implementation and monitoring of all financial transactions and financial reporting of the HRHSSA.

The DFO works within a Legislative and Policy framework and carries out responsibilities in accordance with in the Government of the Northwest Territories (GNWT) acts, regulations, policies and procedures, including the Financial Administration Act (FAA) and the Financial Administration Manual (FAM).

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 Náydı Kúe Building, Woodland Manor and/or Supportive Living Services. 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, Healthy Families and Child and Family Services) Community Health and Home Care, Rehabilitation which include 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 3,600 plus six outlying communities with a catchment population in excess of 6,000. The HRHSSA has an operating budget of 32 million dollars.

The incumbent manages and directs staff by focusing them on the goals and objectives of their positions and then monitoring the outcome, providing guidance, support and feedback as necessary. The incumbent is directly responsible for the operations of the Finance, Materials Management, Information and Communications Technology, Engineering Services and Support Services departments. The combined budget of these departments is \$7,925,000.

As the DFO, the incumbent oversees the organization's annual operating budget, provides financial support to the management of the Cost Centers at HRHSSA, and manages the internal control system that safeguards assets of the Authority. The position is responsible to maintain and evaluate the control procedures of the department through verification of account balances, ledger balances, reconciliation procedures, periodic limited scope audits, monthly financial reports, and management of the budget systems for the Authority. The position is responsible to communicate with external parties, including Department of Health and Social Services (DHSS) analysts with regard to financial reporting and analysis.

HRHSSA provides funding through contributions or contracts to regional or community specific NGO organizations. The DFO is accountable for ensuring financial and liability requirements are met by these organizations that are funded in return for provision of services.

Unlike other Health Authorities in the Northwest Territories the HRHSSA is an independent Authority with the responsibility of administering its own payroll and benefits, negotiating a collective agreement, job evaluation systems and operational policies and procedures.

The DFO is responsible for assisting the CEO in determining the cost drivers associated with delivering the HRHSSA mandate and develop plans to control spending while maintaining health and social services. The DFO is required to research and analyze data, and collaborate with other senior managers to identify strategies to improve effectiveness and efficiency.

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

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This position directly supervises the finance department and Materials Management team, and provides direct support to the ICT Manager, Support Services Manager and the Engineering Services Supervisor.

RESPONSIBILITIES

1. Public Administrator Responsibilities

- 1.1 Participates in all Public Administrator public meetings. Ensures the Public Administrator has timely and accurate financial information; is kept abreast of all financial activities of the Authority and has the information he/she needs to set policy and direction.

2. Senior Leadership Responsibility

- 2.1 As a member of the Senior Leadership Team, participates in the overall leadership of HRHSSA by providing advice and is part of the overall strategic and policy decisions. This includes representing the Chief Executive Officer (CEO) as required.

3. Leadership and Management of Staff

- 3.1 Develops strong teams in the Departments ensuring that activities are consistent with HRHSSA Vision, Mission and Values. Takes a proactive approach to succession planning by identifying the key members of the team and accelerating the development of the staff through job experience and educational training.
- 3.2 Conducts annual performance evaluations and monitors ongoing performance providing feedback to employees, including managing progressive discipline to staff as required and conflict resolution

4. Financial Reporting and Accounting

- 4.1 Oversees the preparation of the monthly and annual financial statements and other financial reports for management and the Public Administrator in a timely manner. Ensures the financial statements accurately present the financial position of the Authority.
- 4.2 Completes variance reports within the timeframe established by DHSS.

- 4.3 Establishes a work plan and processes for the annual external audit. Leads a positive relationship with all external Auditors of the Authority.

5. Policies, Procedures and Controls

- 5.1 Ensures that the appropriate controls, systems and procedures are developed to ensure accuracy and integrity of information.
- 5.2 Develops appropriate safeguards to protect the Authority's financial, human and capital assets.
- 5.3 Develop and maintain internal financial policies and procedures that facilitate and support the delivery of health and social programs while ensuring compliance with relevant legislation, policies and standards.

6. Annual Budgets

- 6.1 Establishes and maintains systems and procedures required for developing the annual budget as required by the Department of Health & Social Services and other applicable legislation.
- 6.2 Establishes and maintains systems and procedures required for developing the annual Capital budget as required by the Department of Health & Social Services.
- 6.3 In conjunction with various program managers ensure the HRHSSA interests are represented and advanced in major capital projects up to and including new facility construction.

7. Treasury

- 7.1 Effectively manages the cash flow and position of the Organization. To this end, is responsible for ensuring that all cash transactions, including investment of surplus funds, are carried out in accordance with approved policies.

8. Forced Growth

- 8.1 Works with Department managers to identify uncontrollable increases in costs due to market conditions or increase demands for services.
- 8.2 Develops a forced growth budget submission to the Department of Health and Social Services when required.

9. Service Quality

- 9.1 Instills a commitment of customer service and support throughout the department.
- 9.2 Ensures that management receives timely and accurate financial, business, and market trend analysis necessary for effective, proactive decision-making.

10. External Relations

- 10.1 Fosters positive and strong relationships with the Department of Health and Social Services, the Foundation, other NWT Health Authorities, and external stakeholders.
- 10.2 Actively participates on the DFO Committee with other NWT Health Authorities and DHSS staff.

11. Pension Plan

- 11.1 Serves as a key member of the Pension Plan Committee (PPC) for HRHSSA.
- 11.2 Provides financial advice to the PPC and coordinates the annual audit of the Plan.

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.

COMMITMENT TO CLIENT CENTERED CARE

Recognizing that our clients are the experts for their own lives, the Hay River Health & Social Services Authority (HRHSSA) is committed to support our clients as leaders to accomplish the goals that they have set out for us in their personal care. The (HRHSSA) will endeavor to provide client centered care through the following:

- Involving clients in their care by reducing barriers that may inhibit our ability to help them.
- Providing a culture that will ensure clients have a voice and participate in their own personal care.
- Empowering clients through improving client satisfaction, enhancing the quality of care and ultimately the quality of life for our clients.
- Focusing on the experience of the client from their perspective and listening to their needs.
- Fostering collaboration between the client and organization by working together to achieve our goals.

- Providing continuous dialogue with the clients to ensure that each and every client is seen as a unique individual.
- Ensuring staff are provided with the training and tools required to complete the best job possible.

KNOWLEDGE, SKILLS AND ABILITIES

The ideal candidate is a designated accountant with a proven track record as an innovative and creative financial executive, ideally in a health care organization. The candidate will have had responsibility for designing financial systems and processes to increase efficiency of a growing organization.

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 communications, 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.

The Director must possess time and stress management skills in order to effectively manage multiple demands.

Superior problem solving, data analysis skills, 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.

Knowledge and appreciation of Northern cultures, as they relate to the delivery of health and social services

The incumbent should possess a 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 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

HOW THE ABOVE QUALIFICATIONS WOULD TYPICALLY BE ATTAINED:

This level of knowledge, skills and abilities are typically acquired through the completion of industry appropriate academic credentials, at minimum a recognized accounting designation is required (CPA). A post-secondary degree in a related field (Administration, Business, Commerce, Finance) is desirable; a post-graduate degree (MBA/MHA) is an asset

Demonstrated in depth knowledge of GAAP in the application of accounting theories and principals; ability to understand and interpret Tax Acts and Regulations to ensure compliance with Federal and Territorial legislation; strong planning and financial analysis skills is required.

A minimum of 5 years of progressively more responsible experience, with 2 years in a management financial role within a large, complex organization is required.


WORKING CONDITIONS

Physical Demands	Frequency	Duration	Intensity
As typically associated with office positions.	90%	Up to 7.5 hours per day	Normal
Environmental Demands	Frequency	Duration	Intensity
As typically associated with office positions. Duty travel is required periodically	100%	7.5 hours per day	Normal
Sensory Demands	Frequency	Duration	Intensity
Constant periods of concentration, assessment, analysis, accompanied by frequent interruptions that result in continually evaluating and shifting priorities. Close attention must be utilized in assessing information and responding to Crises/pressing situations.	75%	1 – 5 hours per day	Moderate
Mental Demands	Frequency	Duration	Intensity
Like other health authorities throughout Canada, the Hay River Health and Social Services Authority finds itself existing in a climate of rapid change, fiscal restraint. All of these issues can lead to mental stress and fatigue.	50%	Up to 4 hours daily	Normal to Substantial
The complexity of the job requires attention to detail and high levels of concentration, while experiencing frequent interruptions.	50%	Daily	Normal to Substantial
Deals with conflicting priorities, tight deadlines, heavy workload, numerous client departments, unexpected and priority demands of the Department of Health and Social Services and political inquiries.	50% long hours.	Daily	Normal to Substantial
Dealing with distraught employees especially during the budget process.	Less than 10%	Up to 1 hour with each event	Normal

CERTIFICATION

Position Number: X0104

<p>_____ Employee Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p>I certify that I have read and understand the responsibilities assigned to this position.</p>	<p>_____ Supervisor Title</p> <p>_____ Supervisor Signature</p> <p>_____ Date</p> <p>I certify that this job description is an accurate description of the responsibilities assigned to the position.</p>
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<p> _____ Chief Executive Officer Signature</p>	<p><i>June 17, 2024</i> _____ 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 activities required of this position .

April 2022 - NVCI training update & Náyđı Kúe building