

**Job Description/Terms of Reference
Manager
Integrated Health Care Assessment (IHCA) Project**

Overview

The role of the Program Manager (PM) is to plan, manage, lead, and report on the activities and results of the IHCA Project. The PM will establish the project, including implementing and adjusting the project plan, and implement research and administrative processes. The PM manages and directs the project team, liaises with the DHSS lead, and receives support from and reports to the Hotii ts'eeda Scientific Director. The Manager will oversee all stages of the project and will review, finalize, and be responsible for the project deliverables.

Role

The Manager provides leadership to the project team. The Manager is responsible for implementing and adjusting an overall project plan, timeline, identifying deliverables, and ensuring quality control on all aspects of the project. The Manager is responsible for giving direction to guide the work of the project team, and approving all final deliverables and products; therefore, the Manager is expected to work closely with project staff to ensure they are correctly briefed and oriented on the project, its purpose, goals and relevant parameters that will impact and influence their approaches and decision making in their own work. In consultation with project team members, the Manager may participate in aspects of the project work to ensure quality control, and will be present for engagement activities when possible, subject to COVID precautions and restrictions. The Manager will have final approval on all project deliverables, in consultation with the Hotii ts'eeda Scientific Director.

The Manager will establish a regular reporting approach with the DHSS Lead and key DHSS staff, and with the Scientific Director.

Deliverables

Based on a review of background materials and initial discussions with the Scientific Director and key DHSS personnel, and within the parameters of the project budget, timeline and description:

- Undertake a review of program information and documentation, and receive an orientation from relevant project personnel;
- Establish administrative and reporting processes required to undertake the project, including identifying the relationships of the team's functional roles;
- Orient project team members and oversee their work as needed;
- Develop a Project Plan and Timeline, including a work plan and timeline for each project team member;
- Develop a risk management plan, identifying project risks, mitigation measures and contingency plans/approaches to address potential risks;

- Identify key decision points, and a reporting plan to ensure DHSS key staff, and HT SD are aware in advance of any requirements and responsibilities;
- Review and monitor work progress of team members, provide advice, and when required, participate in activities required to undertake the work;
- Address and resolve any issues related to the project activities, administrative issues, or personnel issues as they arise;
- Seek advice and decisions of the HT SD, DHSS key personnel as appropriate and as required;
- Participate in identifying the specific goals and information required from participants, including any specific desired characteristics of participants are identified (eg age, location, frequency of program use; repeat clients, demographic considerations) to inform planning and logistical considerations;
- Conduct literature review aspects in consultation with project staff;
- Adjust research approaches and questions, and/or categories or general issues are identified, and work with DHSS Lead and SD to finalize questions to ensure they are understandable, relevant, and sequenced appropriately;
- Be aware of and take into consideration local or clinic protocols, the project requirements, and other relevant considerations for all aspects of project planning and any required adjustments;
- Develop and refine an analytical framework that will guide the analysis of the information received;
- Attend meetings and events to observe and take research notes, and identify additional questions, considerations or issues that may inform research approach or questions, project planning or analysis;
- Review research transcripts and reports, participating in drafting and finalizing analysis and any recommendations in each report, and/or as an aggregate, in cooperation with project staff;
- If required, attend debrief and reporting sessions with participants and DHSS and HT project staff;
- Prepare for and attend team meetings and reporting meetings to DHSS Lead;
- Oversee the development of final reporting;
- Prepare deliverables based on final reporting including a interim and final reports, and raw data and transcripts;
- Present draft final reports, and draft final deliverables to DHSS Lead and prepare final versions based on feedback, within the project scope requirements;
- Develop an Exit Report on the project, process, and recommendations for confidential HT and DHSS internal use.

Required Education and Skills

Preferably a PhD in any field. Or, a Masters degree, and five-plus years of progressively responsible experience conducting research, managing staff and leading teams, administering or delivering programs and services. Knowledge of and familiarity with NWT communities and

Indigenous cultures is an asset. Must be both a team leader and team player, and independent self-starter, who works well under pressure working with research participants and a dispersed team, under multiple competing demands. Must be confident defining project parameters, making timely decisions, working with an oversight committee, and managing staff.

Timeline

The timelines and sequencing of activities will be in accordance with the project plan.

APPROVED