

TRAINING TODAY'S INUIT MANAGERS

CERTIFICATE IN HEALTH
AND SOCIAL SERVICES
MANAGEMENT

INUIT MANAGEMENT TRAINING



McGill

SCHOOL OF CONTINUING STUDIES





A program that provides training for current and future Inuit managers and decision-makers working in Nunavik in the health and social services sector.

THE PROGRAM

This 30-credit program allows participants to obtain a McGill University Certificate in Health and Social Services Management.

The program is built around issues experienced by professionals servicing the aboriginal communities: the topics addressed are those that you encounter in your field and the northern context, and the instructors will offer solutions that are applicable and realistic. This simultaneously theoretical and practical approach allows you to analyse problems and identify sensible solutions.

TEACHING AND LEARNING APPROACH

Our teaching and learning philosophy is to take a learner's centred approach.

- We believe that learning occurs when participants get opportunities to experience learning through the four phases of the learning cycle:
 - > apply the concepts learned in your class to your work environment
 - > reflection on and analysis of experience
 - > constructing one's own conclusions about the links between concepts and application
 - > planning for effective actions in similar situations.
- We focus on competency development
- Training is only useful and beneficial to the individual and the organization, if it translates into change and observable behaviours.
- We make the theory relevant to the context by engaging the learner in relating them to their own experience and personal context.

The Inuit Management Training program is adapted to the busy schedule of health and social service industry professionals. Classes are given intensively for seven (7) consecutive days, which means you'll be away from work only one week.

COURSE LECTURERS

You will be taught by experienced individuals. They will share their industry experience with you. They know what you need and will be able to support you through the learning process.



“Teaching up north is one of the most rewarding experience one can have. The Inuit students ask the most interesting questions, prompting you to dig deeper and learn more about the aspects of your topic. Teaching up north also brings the benefit of a high level of interpersonal interaction. You not only interact with the students but also members of the community”.

Chantal Westgate

Recipient of 2014 Distinguished Teaching Award

CONTINUING EDUCATION

The Health and Social Services Management program satisfies the continuing education requirements of the following professional orders:

- Collège des médecins du Québec
- Ordre des infirmières et infirmiers du Québec (OIIQ)
- Ordre des ergothérapeutes du Québec (OEQ)
- Ordre des conseillers en ressources humaines et en relations industrielles agréés (CRHA et CRIA)
- Ordre des technologues en imagerie médicale et en radio-oncologie (OTIMRO)
- Ordre professionnel des travailleurs sociaux du Québec (OPTSQ)
- Ordre des psychologues du Québec
- Ordre des orthophonistes et audiologistes du Québec (OOAQ)

A FEW WORDS FROM OUR GRADUATES



“The program is interesting and exciting with pertinent courses relevant to my career. I have gained greater knowledge to assist me in my management responsibilities. Thank you, McGill!”

Silas Watt

Director of Administrative Services, NRBHSS

“I am originally from Inukjuak and now living in Puvirnituk for thirty years. I enjoyed the challenge of the Certificate in Health and Social Services Management courses offered by McGill University. I learned to listen and let others talk and to integrate their ideas with mine during group and team building exercises.

When the Inuulitsivik Health Centre was first built back in 1986, the philosophy from its inception was that Inuit would be trained and have leadership roles in operating the hospital.



Any professional who comes from the South to work inside this hospital would have at least one Inuit trainee. The combination of hands on training from the professionals coming from the South and the McGill University courses gave me the skills and knowledge to be an effective leader in the health services. So I am grateful to have been given the opportunity to become a graduate of McGill University.”

Aani P. Tulugak

Director of Community Services, Inuulitsivik Health Center Puvirnituk

PROGRAM'S LEARNING OBJECTIVES

The following skills in 7 knowledge categories are covered in the program:

COMMUNICATION SKILLS:

- Execute effective verbal and written communication strategies in management
- Understand and demonstrate effective communication processes and techniques to lead change

CONCEPTUAL SKILLS:

- Identify, synthesize and analyze information in a coherent and methodical way to advance problem solving and the creation of new information

PROBLEM SOLVING:

- Effectively assess and state a problem
- Collaborative problem solving and decision-making

POLITICAL AND HEALTH CARE ENVIRONMENTS:

- Understand the interrelationship between the political and health care environments

FINANCIAL MANAGEMENT:

- Understand accounting terminology
- Demonstrate an understanding of the financial and managerial concepts of non-profit organizations
- Demonstrate an understanding of financial data and related management techniques which support good financial management practices
- Demonstrate knowledge of health-care economic principles and an understanding of how to apply these in the health-care decision-making process

OPERATIONS:

- Understand and demonstrate process continuous improvement including lean methodology

LEADERSHIP:

- Awareness and demonstration of skills that motivate and facilitate others to excel within an ethical and supportive environment
- Be responsive to the needs of the patient and promote and influence positive relations
- Understand the importance of teamwork
- Assess, plan, implement, monitor and evaluate organizational/project objectives
- Develop strategies to engage and build internal and external partnerships
- Strategically analyze a problem and propose an appropriate course of action



COURSE DESCRIPTION

UNDERGRADUATE UNIVERSITY CERTIFICATE: HEALTH AND SOCIAL SERVICES MANAGEMENT (30 CREDITS)



The program provides participants with a management knowledge base in the health and social services sector. It emphasizes the development of skills related to the daily management of services offered, taking human criteria and efficiency into account.

CACC 220 ACCOUNTING CONCEPTS FOR MANAGERS (3 CREDITS)

This course covers concepts in managerial and financial accounting, develops an understanding of cost behavior, budgeting and financial statements, and provides practice in financial decision-making skills.

CGMG 210 FUNDAMENTALS OF PROJECT MANAGEMENT (3 CREDITS)

Fundamental principles and best practices of project management essential to the successful development of projects or other complex undertakings within an organization; includes methods for defining, planning, and scheduling activities and resources.

CHLC 351 FOUNDATIONS OF HEALTH AND SOCIAL SERVICE SYSTEMS (3 CREDITS)

This course will provide an overview of private and public social services within Quebec and its evolution over the last century. It will examine the structures, functions and relations of social organizations. Participants will achieve an understanding of the nature of social services and the subjective impact of seeking and providing help.

CHLC 401 EVALUATION OF HEALTH AND SOCIAL SERVICES (3 CREDITS)

The responsibility of agency management for the timely appraisal of activities. Topics include: program definition and quality of service; evaluation methods; problems and limitations of evaluation research; assessment of project feasibility; the distribution and operational uses of quality control information; internal and external points of view; politics of evaluation; relation to budgeting and to self-evaluation.

CHLC 410 FUNDAMENTALS OF HEALTH AND SOCIAL SERVICES INFORMATION SYSTEMS (3 CREDITS)

Co-requisite: CHLC 351

Fundamental approaches of information systems and data management. Topics covered include: integration of technology in the health care system; use of information technology and management systems to improve access, quality, safety and efficiency.

CHLC 415 FOUNDATIONS OF LEGAL AND ETHICAL ASPECTS (3 CREDITS)

Co-requisite: CHLC 351

The legal and ethical issues relevant to the health care system in Quebec. Topics include: major legislation relevant to the health care system; the relationship between civil and criminal law; law and medicine; law and ethics; human rights, professional responsibility and liability.

CPRL 221 PROFESSIONAL COMMUNICATION AND NETWORKING (3 CREDITS)

Fundamental theories and practices of communication and networking (internal and external) in the workplace. Writing, speaking, presentation and team interaction skills.

MGCR 222 INTRODUCTION TO ORGANIZATIONAL BEHAVIOR (3 CREDITS)

Individual motivation and communication style; group dynamics as related to problem solving and decision making, leadership style, work structuring and the larger environment. Interdependence of individual, group and organization task and structure.

ORGB 420 MANAGING ORGANIZATIONAL TEAMS (3 CREDITS)

Theory, research, and applications. Principles of team processes and effectiveness in organizational settings, specifically the theoretical developments and empirical findings of group dynamics and team effectiveness, and practical strategies and skills for successful management of organizational teams.

ORGB 421 MANAGING ORGANIZATIONAL CHANGE (3 CREDITS)

Organizational change theory and techniques are examined with an emphasis on techno-structural interventions such as Quality-of-Work-Life approaches. Through simulations and case-studies, the course explores initiatives in organizational change, primarily in contemporary Canadian organizations. It also includes opportunities for “hands-on” experience in work and organization redesign.

2016-2017 SCHEDULE

COURSE NUMBER & SECTION COURSE TITLE	DATES	TIMES	LOCATION
CHLC 351 Foundations of Health and Social Service Systems	Fall 2016 September 26, 27, 28, 29, 30 Oct 1, 3	Full Days 9:00 am to 4:00 pm	Kuujjuaq
CHLC 401 Evaluation of Health and Social Services	Winter 2017 TBD	Full Days 9:00 am to 4:00 pm	Puvirnitug
ORGB 421 Managing Organizational Change	Summer 2017 TBD	Full Days 9:00 am to 4:00 pm	Kuujjuaq

ADMISSION REQUIREMENTS

The program is aimed at First Nations, Inuit and Métis individuals who have been identified by establishments within the health and social services network in Nunavik. These individuals either hold management positions or have been identified as potential leaders.

TO BE ADMITTED TO AN UNDERGRADUATE PROGRAM

- Applicants must hold a CEGEP diploma (DCS, DEC or equivalent) **OR**
- Applicants 21 years of age and older may be admitted as mature participants



WHAT DOCUMENTS DO I SEND?

McGill School of Continuing Studies will provide the following forms for you to complete and send to us:

1. Your application form* (to be completed once)
2. Your permanent code data form* (to be completed once)
3. Your registration form* (to be completed every time you register into a course)

* The Coordinator will assist participants in completing the documents.

4. Please send a copy of your **Quebec Birth Certificate** OR the following legal documents **(to be completed once):

For Inuit beneficiaries of the James Bay and Northern Quebec Agreement:

Your valid **Makivik Corporation card** (photocopy of front and back of card)

** If your card does not indicate a recognized Quebec territory, you must also provide a letter from the Makivik Corporation confirming that you reside in Quebec.

You may obtain this letter by contacting:

Makivik Corporation

C.P. 179, Kuujuaq, Quebec, J0M 1C0 Tel.: 1 819 964 2925

WHO SHOULD I SUBMIT MY DOCUMENTS TO?

Janie Paquet - Agente de formation / Training Officer

Direction du développement régional des ressources humaines /

Regional Department of Human Resources Development

C.P./ P.O.Box 900, Kuujuaq, Quebec J0M 1C0

T 819-964-2222 ext. 259 | F 819-964-2277 | E janie.paquet@ssss.gouv.qc.ca

WHO DO I CONTACT ABOUT THE PROGRAM?

Robyn Clarke - Project Assistant

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