



IDENTIFICATION

Department	Position Title	
Education, Culture and Employment	Manager, Income Security Programs	
Position Number(s)	Community(s)	Division/Region(s)
71-2309	Yellowknife	Income Security Programs

PURPOSE OF THE POSITION

The Manager, Income Security Programs coordinates the development and evaluation of income security programs to be delivered to eligible residents of the Northwest Territories effectively and efficiently and supports the direct delivery of programs through established mechanisms. This position holds a statutory appointment under the Social Assistance Act.

SCOPE

Income Security Programs assist eligible NWT residents to meet their basic financial needs and assists with post-secondary educational expenses through student financial assistance programs. The Department administers approximately \$40 million in assistance to NWT residents through a number of social and financial assistance based programs.

Located in Yellowknife and reporting to Director, Income Security Programs, the Manager controls an O&M budget of \$75,000 with signing authority for initiation (\$30,000) and contract performance (\$100,000). This position impacts all divisional staff, program delivery agents and program recipients via involvement in the development, implementation and delivery of Income Security Programs.

As a member of the Division's management team, the Manager, Income Security Programs is responsible for providing leadership, analytical services, strategic planning recommendations, support and advice to the Department, Regional Income Security Managers, Regional Superintendents, governments and non-governmental organizations and agencies with respect to Income Security Programs.

Directing the work of Program Specialists, the incumbent oversees the drafting of relevant acts and regulations, coordinates and/or develops and implements relevant policies, guidelines and

procedures, manages the evaluation of programs, prepares option papers, financial submissions, briefing notes, program publications and other relevant documents. Through the Trainer, Income Security Programs, the incumbent is responsible for the training of divisional staff and Income Security delivery agents.

The incumbent represents the Government of the Northwest Territories through membership in both Federal/Provincial/Territorial government and non-government organizations, working with these committees developing policy, while remaining current with issues and trends.

RESPONSIBILITIES

1. Coordinate the development and delivery of Income Security Programs (ISP) to eligible residents of the NWT.

- Designs, develops and implements framework, delivery models, legislation, policy, guidelines, procedures, directives, performance standards, and best practices
- Prepares and/or coordinates the development of briefing notes, decision papers, terms of reference, information material for the public, draft legislation and other documents
- Oversees the development and delivery of formal training for ISP divisional staff, community delivery agents, and appeal committee members
- Interprets legislation, policies and guidelines to assist delivery staff
- Facilitates regular communication between regional staff by organizing meetings, teleconferences, newsletters, etc.
- Develops partnerships and promotes ISP with staff, all levels of government, non-government agencies and the public.

2. Recommend strategic direction for Income Security Programs.

- Monitors programs and policies in other jurisdictions
- Recommends new initiatives to meet the needs of Northwest Territories' residents

3. Evaluate, monitor and report on ISP program activity.

- Plans and implements a comprehensive process to ensure systematic monitoring, review and evaluation of Income Security Programs
- Develops, monitors, and reports on program result indicators, work-plan objectives, delivery goals and operational plans
- Ensures programs are promoted effectively and appropriately
- Manages information resources to ensure system integrity by participating in systems development initiatives
- Monitors program delivery and addresses non-compliance and underperformance with corrective action
- Identifies problems and addresses them with legislative, policy or procedural changes
- Responds to/or coordinates the response of information requests, surveys or questionnaires
- Ensures appeal process operates fairly and within guidelines

- Prepares and presents program information to the public, delivery agents, and senior management
- Reviews and monitors new and ongoing program delivery agreements

4. Manage human resources within department guidelines to ensure an effective, efficient and motivated staff.

- Coordinates staffing requirements and supports the staffing process
- Assigns and monitors the distribution of work within the section
- Reviews and completes performance appraisals
- Initiates advice, criticism and/or disciplinary action in a positive and constructive manner as required
- Recommends training and education for staff and delivers training where appropriate

5. Manage the financial resources of the section within department guidelines and the Financial Administration Manual.

- Prepares budget justifications and provides input to the divisional operational budget submission and financial forecasts
- Determines resource requirements in headquarters and regional offices of a financial or physical asset nature in collaboration with the Manager, Audit & Finance
- Prepares financial reports including Financial Management Board Submissions, Terms of Reference, Request for Proposal and other related financial documents
- Negotiates program-related contracts

6. Participate in risk management activities.

- Identifies risks and sources of uncertainty
- Assesses risks identified for their relative importance
- Assesses and implement strategies to deal with risks and provide solutions

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- The mandate and purpose of ISP
- The political realities of operating in the public sector along with the responsibilities for customer service and financial accountability.
- ISP practices and trends in other jurisdictions.
- Relevant government, department, and division legislation, policies, and procedures.
- Budgeting and financial procedures and practices.
- Risk management principles and practices.
- ISP software and government software capabilities.

Skills:

- Strong research, analysis, monitoring and evaluating skills.
- Sound oral communication and presentation skills and the versatility to interact with people one-on-one, in small or large group settings.

- Strong strategic planning abilities with effective implementation skills.
- Demonstrated writing ability that result in logical, clear and concise documents.
- As multiple tasks must be accomplished, time management skills are crucial.

Abilities:

- Self-directed leader with an emphasis on the ability to support, role model, form collaborative networks and lead through influence.
- Well-developed judgment, sound data gathering techniques and an understanding of the potential ramifications and precedent setting of each decision.
- Ability to maintain a team and to motivate and guide both subordinates and delivery staff to work effectively and efficiently in a learning environment.
- Ability to remain composed when under pressure and diffuse potentially contentious and/or sensitive situations.

Typically, the above qualifications would be attained by:

A relevant postsecondary degree with 4 years experience in income security related programs and 1 year supervisory experience.

WORKING CONDITIONS

Physical Demands

The incumbent works in a typical office setting where there are no unusual physical demands.

Environmental Conditions

The incumbent works in a typical office setting where there are no unusual environmental conditions.

Sensory Demands

The incumbent works in a typical office setting where there are no unusual sensory demands.

Mental Demands

- There is a need to continuously balance the demands for customer service, including special consideration for unique cases, confidentiality, with the realities of program resources, legislation, and precedents.
- There is continuous pressure to meet deadlines and complete urgent tasks with a high volume of requests for assistance from delivery agents.
- Involves regular contact with senior management, government personnel from various jurisdictions, agencies, special interest groups, and stakeholders concerning sensitive political issues.

- Involved in situations that require dealing with hostile, angry, or uncooperative clients.
- Conducts business with people from various cultural backgrounds and a multitude of expectations who may be resistant to conforming to government requirements.

ADDITIONAL REQUIREMENTS

Position Security (check one)

No criminal records check required
 Position of Trust – criminal records check required
 Highly sensitive position – requires verification of identity and a criminal records check

