

IDENTIFICATION

Department	Position Title	
Justice	Manager, Maintenance Enforcement	
Position Number	Community	Division/Region
82-6509	Yellowknife	Legal/HQ

PURPOSE OF THE POSITION

The Manager, Maintenance Enforcement (MME) manages the ongoing operation of the NWT Maintenance Enforcement Program, ensuring efficient and effective support enforcement while maintaining program consistency and integrity.

SCOPE

The MME is located in Yellowknife and reports directly to the Maintenance Enforcement Administrator providing operational support as well as financial and technological advice to the Administrator.

The incumbent is delegated Designated Authority responsibilities under the Interjurisdictional Support Orders Act and holds a statutory appointment as a Notary Public, in and for the Northwest Territories. The incumbent also maintains signing authority for the MEP Trust Account through which \$4 million is collected and disbursed annually.

This position directly supervises 4 staff to ensure the efficient and effective enforcement of approximately 1,300 MEP cases annually. Decisions are based on interpretation of Territorial and Federal legislation, as well as office policies and procedures. Signing authority for the MEP O&M/Salaries budgets and annual expenditures is approximately \$600,000. The incumbent is in regular contact with the public, legal community, reciprocating jurisdictions and other clients to resolve the more complex interpretations of MEP policies, procedures, Rules of the Court and other relevant legislation.

RESPONSIBILITIES

1. Responsible for the management of Maintenance Enforcement staff and the operation of Maintenance Enforcement Programs.

- Provides hands-on training and direct supervision of MEP staff.
- Assists staff in determining ongoing support eligibility and entitlement by evaluating and analyzing information from clients and information contained in court orders.
- Makes recommendations to the Administrator on such matters as discontinuance of enforcement against indigent defaulters, suspension of Federal licences, reporting to credit reporting agencies etc.
- Acts as a mediator, resolving conflicts clients may have with the program and/or staff.
- Works directly with various clients such as debtors, creditors, legal counsel, employers, Courts etc to explain MEP policies and procedures in contentious situations.
- Identifies and refers unusual, complex or potentially political or violent situations to the Administrator.
- Represents the NWT Maintenance Enforcement Program on various national working groups, such as the Western/Northern MEP subcommittee.

2. Manages the database administration activities of the Maintenance Enforcement Division.

- Reviews Court Orders and agreements as they are received from Territorial Court and make a determination as to whether or not there are enforceable payment terms.
- Reviews all incoming registrations to ensure they are complete.
- Conducts searches for absent parents on behalf of reciprocating jurisdictions.
- Conducts case audits, reconciling payment records as well as daily bank reconciliations.
- Performs monthly reconciliation of the MEP trust and bank accounts and prepares the monthly variance report and assists with annual financial audits of the program.
- Conducts complex file audits, as required.
- Enters financial adjustments into the MEP database needed to accurately reflect changes in MEP cases.
- Runs the daily operation cycle to disburse payments and ensure database information is current when accessed by users.
- Reviews reports to ensure accuracy and that disbursements are made to clients via cheque and direct deposit.

3. Manages all activities associated with the technical operations of the MEP office including the MEP database and MEP website as well as external sources like Moneris and the Federal Government's FOAEA database.

- Initiates contact with stakeholders and Information Technology staff, negotiates/coordinates program connection to these sources of information.
- Creates/maintains policies and procedures for staff use, as well as user manuals and provides necessary training to MEP staff.

- Maintains all aspects the MEP telephone system, including the Interactive Voice Response system.
- Coordinates and implements website changes and establishes website access for clients and external agencies.
- Conducts regular reviews of the MEP database to ensure data integrity.

4. Interprets legislation relating to the *Interjurisdictional Support Orders (ISO) Act* and is delegated authority of the Act's Designated Authority.

- Reviews applications, files them with reciprocating jurisdictions or NWT Court, provides follow-up to ensure matters are served and proceed through Court in the NWT.
- Liaises with Court staff and reciprocating jurisdictions to ensure ISO applications proceed accordingly.
- Processes legal documents under the authority of a Notary Public.
- Directs Provisional/Confirmation Orders to the appropriate parties.

KNOWLEDGE, SKILLS AND ABILITIES

- Proven knowledge of, and skills in the use of, MS Operating Systems, MS Office, Internet and Email applications with a focus on databases.
- Proven customer service orientation.
- Demonstrated written and verbal communications skills, particularly during mediation, interview and negotiations.
- Ability to influence an individual's actions or modify behavior.
- Leadership skills and with the ability to work as part of a team.
- Proven accounting and bookkeeping skills required for database payments.
- Analyze, interpret and adequately apply legislation, acts and policies.
- Demonstrated understanding of the implications/ramifications resulting from actions taken to enforce support obligations or locate an individual.
- Knowledge and skills in progressive collections.
- Solid understanding of Rules of the Territorial/Supreme Court.
- Ability to work in a cross-cultural environment.

Typically, the above qualifications would be attained by:

Two (2) years post-secondary education in administration/accounting plus three (3) years directly related experience.

The incumbent will have experience responding to inquiries from a variety of sources, in maintenance enforcement/family law matters, with court procedures/practices, working with spreadsheets and databases

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

The incumbent is required to leave the secure area of the office on a daily basis, to meet with clients in an interview room, which is in an unsecured location. Clients are often upset and blame MEP for their current situation. This environmental condition regularly exposes the incumbent to potentially violent situations.

Sensory Demands

No unusual demands.

Mental Demands

There are high expectations from public with diverse needs and program responsibilities (legislative requirements) that require constant attention to detail and prompt action while maintaining professionalism at all times. Clients are often in dire need, under extreme levels of stress due to their personal and financial situations and often do not understand the court system, legislation or MEP policies/procedures.

Frustrated clients often take out their anger on MEP staff. Verbal and physical threats are not uncommon. Clients also frequently approach MEP staff in public settings which may have an impact on personal and social life.

There is also the stress of knowledge that enforcement and program decisions will be made based on accuracy of calculations, research and analysis and may have an adverse affect on the reputation and livelihood of clients.

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