



IDENTIFICATION

Department	Position Title	
Executive and Indigenous Affairs	Director, Regional Operations	
Position Number	Community	Division/Region
11-12283	Inuvik	Governance and Service Integration

PURPOSE OF THE POSITION

The Director, Regional Operations is responsible for leading, facilitating, and coordinating regional offices in implementing the Government of the Northwest Territories (GNWT) strategic plans, policies, and interdepartmental initiatives.

This position plays a lead role in enhancing governance and improving services and support to clients and partners, including non-government organizations, businesses, community governments, and Indigenous governments. The Director, Regional Operations establishes and maintains effective working relationships with all levels of government and key stakeholders.

Additionally, the Director, Regional Operations oversees the overall operations of the Executive and Indigenous Affairs (EIA) regional office and assists with the annual planning and objectives of the Department, providing operational support at the regional level to the Territorial Director, Governance and Service Integration, and strategic advice and support to the Assistant Deputy Minister, Governance and Service Integration, on regional issues. The Director, Regional Operations is also responsible for the Government Services Officers (GSOs) in the communities.

SCOPE

The Director, Regional Operations reports to the Assistant Deputy Minister, GSI, and is the lead of the GSI operational division responsible for implementation of cross departmental initiatives, projects, and policies of the branch. This includes implementation of strategic plans, mandate priorities, change management initiatives, and monitoring and evaluation requirements. This position provides leadership and support for regional coordination, collaboration, and communication within GNWT, as well as with Indigenous Governments, community governments, partners, stakeholders or interest groups, boards, and agencies.

The incumbent is a member of the EIA Senior Management Committee and is the chair of the Regional Management Committees (RMC).



The RMCs are composed of regional senior managers from each department, agency, and board present in the region. Although departments remain responsible for overall operations and will maintain a direct reporting relationship with their Deputy Ministers for operational matters, the Director, Regional Operations will lead operations related to interdepartmental initiatives including service integration and, from time-to-time, may be called upon to support EIA Intergovernmental Relations - Protocol.

As part of the GSI branch, the incumbent will work closely with the Territorial Director, Governance and Service Integration to review and evaluate various initiatives and provide regional expertise on outcomes and ways forward to ensure access to quality programs and services for residents and ensure efficiency, effectiveness, and improved operations at the service delivery level. The Director, Regional Operations will work closely with senior staff in the GSI branch to align GNWT strategic directions and Cabinet priorities with regional priorities and pressures.

The incumbent directly supervises the Manager, Regional Operations North and the Manager, Regional Operations South who are responsible for directly supervising the Government Services Officers in the communities and assisting with other duties within GSI Regional Operations. This role involves significant responsibility for regional policy development, program implementation, and evaluation, requiring the ability to manage complex, multi-disciplinary teams and projects.

DIMENSIONS

Direct Reports: 2

Indirect Reports: 11

Overall Budget: 1.4 million

RESPONSIBILITIES

1. Provides operational leadership in the Regions for the Governance and Service Integration division at EIA.

- Provide leadership in the regions and facilitate coordination of regional departments in implementing work of the GSI Branch, including service integration efforts.
- Act as a liaison of information between GSI operations and GSI strategy and policy development to support regional implementation and operations related to governance and service integration.
- Oversee the implementation plans of various GSI strategies to support the cultural shift in service delivery and interdepartmental collaboration.
- Supervise the Manager, Regional Operations North, and Manager, Regional Operations South, and support management of Government Service Officers (GSOs).



- Communicate regularly with the Territorial Director, Governance and Service Integration on regional issues, challenges and successes related to service integration.
- Ensure consistency in operations of program and services delivered by the GSOs in the small communities within NWT.
- Support the ADM Governance and Service Integration, Territorial Director, Governance and Service Integration, and Director, Non-Government Sector Support in the creation of regional co-located service integration sites.

2. Leads Communications, Information Sharing, and Partnership Collaboration for the GSI branch in the regions.

- Oversee regional approaches/functions to information management, knowledge translation/dissemination to support evidence-based decision making.
- Establish and maintain close relationships with strategic partners and stakeholders in the region, including industry and NGOs, and GNWT departments/agencies.
- Coordinate effectively with other regional boards and committees as required (EMO, Training Partnership, etc.)
- Report progress of GSI operations to ADM GSI on a consistent and ongoing basis.
- Manage service delivery agreements with other governments, including evaluation and reporting, as well as recommending amendments and supporting, or leading negotiations.

3. Participate in the senior management team of EIA and GSI priorities, projects, and plans.

- Support the development and shift towards service integration.
- Support growth, change to accomplish full integration of GNWT services.
- Ensure regional perspectives, needs, concerns, and challenges are accurately reflected in the work of the GSI branch.

4. Chair the Regional Management Committees

- Manage meeting schedule and agendas of the RMC.
- Ensure the minutes of the RMC are maintained.
- In consultation with committee members, establish meeting procedures and policies necessary to the operations of the committee.
- Prepare reports in support of the ADM GSI.
- When called upon, support EIA Intergovernmental Relations activities within the regions.

5. Uphold and consistently practice personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace. Practice and ensure that any subordinate management and supervisory roles also prioritize staff



mentorship and on-the-job training, including staff development in annual general objectives.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

The incumbent will encounter frequent conflicting priorities and perspectives. The work takes place in an environment where there are competing political and public expectations, diverse client needs, departmental mandates and priorities, and limited resources.

The position engages in topics that include interpersonal and systemic racism, and the intergenerational individual and community impacts of colonization.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to acquire knowledge of the NWT communities, Indigenous cultures and world view, Indigenous Self-government agreements, emerging Indigenous governments, and social and political dynamics of NWT communities.
- Ability to acquire knowledge of current NWT Indigenous leadership, community leadership, and the non-government sector.
- Ability to acquire knowledge and understanding of intergovernmental affairs, processes and protocols,
- Ability to acquire knowledge of the political, social, and economic issues in the regions that impact on the GNWT ability to support regional and local initiatives.
- Ability to acquire knowledge of the political, social and cultural landscapes of the regions.
- Ability to show respect for the importance of traditional knowledge, language, and culture.
- Ability to strategically guide and execute organizational mission and interdepartmental initiatives.
- Interpersonal skills, such as communication, mediation and negotiation.
- Ability to build strong relationships and work directly with people from all communities.



- Ability to adapt communication styles to multiple cultural environments and engage the public in a culturally appropriate manner.
- Strategic-thinking skills and judgement.
- Ability to use technology, tools and systems to conduct communication, research and data sharing to manage operations.
- Ability to research, analyze and synthesize multiple concepts and priorities.
- Skilled in teamwork, leading and managing a team with divergent interests toward a common vision, goals, and objectives.
- Work effectively with senior managers in regions and headquarters.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

Completion of a Bachelor's degree in social sciences, communications, public administration, or policy, and a minimum of six (6) years public service management experience that includes a variety of areas, and experience working with Indigenous governments, community governments, and non-government organizations.

Equivalent combinations of education and experience will be considered.

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

French language (check one if applicable)

- ☐ French required (must identify required level below)
Level required for this Designated Position is:
ORAL EXPRESSION AND COMPREHENSION
Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
READING COMPREHENSION:
Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
WRITING SKILLS:
Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
☐ French preferred

Indigenous language: Select language

- ☐ Required
- ☐ Preferred