



IDENTIFICATION

Department	Position Title	
Executive and Indigenous Affairs	Regional Manager, South	
Position Number	Community	Division/Region
11-12548	Yellowknife	Governance and Service Integration

PURPOSE OF THE POSITION

The Regional Manager, South is responsible for the planning, management, and implementation of regional activities within the Department of Executive and Indigenous Affairs that advance overall GNWT priorities. The Manager is responsible for coordinating access for people to GNWT and Federal programs and services through the management of the Single Window Service Centres (SWSC).

The Manager facilitates seamless access to support small communities by supervising and supporting at times the Government Services Officers (GSOs). The incumbent ensures GSOs have tools and information to clearly support access to emerging and on-going programs and services.

The incumbent also provides advice and guidance to the Director, Regional Operations on the innovation strategies to improve quality of services for all residents, especially in the small communities. The Manager would also facilitate knowledge to the departments regarding integration of services, remote work policies and supporting Indigenous public servants and residents, especially Elders.

The Manager would support the creation and implementation of regional sites that support the Territorial Director, Governance and Service Integration.

SCOPE

The Regional Operations South office is closely connected to the Regional Operations North office. Located in Yellowknife, the Manager assists the efficient operation of Regional Operations in consultation with the Director, Regional Operations. As Manager, the incumbent is responsible for the planning, management and accountability for the Government Services Officer positioned in the South region.



The Manager must have broad knowledge of GNWT programs and services, key partners, and NWT communities to plan, coordinate, and implement the services through the SWSC. The decision and actions of the Manager have great impact on the small communities and residents.

The Manager will work closely within the Governance and Service Integration (GSI) division to support the implementation of Integrated Service Delivery and co-located services at the regional and local levels. The Manager will be an active member of the GSI team to implement regional integrated services and will work closely with the Territorial Director, Governance and Service Integration and Director of Non-Government Organizations (NGO).

The Manager will work closely with departments on regional issues, facilitate, and coordinate actions or outcomes of the Regional Management Committees (RMC).

The Manager will work closely with the Director, Regional Operations to ensure that communications within the region are consistent with the goals, mandate, and mission of the GNWT. This will be accomplished, in part, by establishing and maintaining effective working relationships with all levels of government within the regions, including municipal, Federal, and Indigenous governments. This relationship is critical to success, quality, and access to programs and services.

RESPONSIBILITIES

- 1. Directs and plans regional collaboration with communities, governments, and organizations, to advance the priorities of the GNWT.**
 - Works with departmental regional managers with the implementation of GNWT priorities, strategies and initiatives across community and regional offices in the Beaufort Delta and Sahtu.
 - Engages and collaborates with Indigenous governments, organizations, community leadership on items related to GNWT priorities and works to advance lateral and departmental related issues. Always maintains and supports effective communications.
 - Provide strategic input in GNWT departments on regional strategies.
 - Advises the Director, Regional Operations, Director, Non-Government Sector Support, and Territorial Director, Governance and Service Integration regarding community and regional capacity.
 - Participates in regional interdepartmental working groups.



2. Lead and strive for service excellence at all Single Window Service Centres.

- Plan, coordinate, and implement appropriate programs and services on behalf of GNWT and strategic partners such as Service Canada, and other organizations that benefit residents in small communities.
- Supports GSOs interactions when required to ensure needs of clients are supported.
- Works with GSOs to ensure two-way communication and best practices for delivery of programs and services are optimized.
- Advocates to leadership at all levels and clients the vision, goals, and objectives of the SWSC.

3. Manage and Supervise GSOs and the SWSCs.

- Recruit, manage, and support GSOs and any additional relief or casual staff for SWSC.
- Ensure all GSOs are fully aware of responsibilities and codes of conduct as a GNWT employees.
- Ensure staff are supported and safely operating their remote offices.
- Develop and oversee annual work plans and training plans for GSOs.
- Ensure mandatory training is completed in a timely manner.
- Co- lead and coordinate annual training camp (in person gathering of all GSOs North and South) with Regional Operations team.
- Coordinate with Regional Manager, South to engage in discussion and training where required.
- Ensure gathering and evaluation of weekly GSO reports and notify Director, Regional Operations of issues, trends, and/ or pressures.
- Establish and maintain strong partnerships with strategic partners in regions such as GNWT social envelope departments and Service Canada.
- Find solutions to problems, technical or other, for GSOs and clients.
- Develop tools, guidebooks and materials to train and ensure seamless delivery of services to all residents in small communities by GSOs.
- Collect and report data that tracks service trends and client needs at SWSCs.

4. Support the implementation of Integrated Service Delivery (ISD) and co-located services at the regional and local level.

- Work with GNWT departments to support the implementation of co-located service integration sites by identifying and resolving potential risks, challenges and resistance associated with the organizational shift to ISD and co-located services.
- Work closely with the Regional Coordinator ISD to monitor staff needs and barriers to integrated services and collaborate to address these barriers where possible and escalate concerns where changes are needed at the department level.
- Work in partnership with various GNWT departments, regional GNWT Staff, local Non-Government Organizations, and Indigenous Governments to ensure training meets staff needs for integration and is provided regularly.



- Develop processes and communication tools to connect GSOs to regional co-located service integration sites to increase GSO capacity and the sharing of information as it pertains to service delivery.
 - Demonstrate systems/critical thinking to identify issues, design and support the implementation of effective processes.
 - Use principles of change management, quality improvement, and rapid learning to support system improvement.
- 5. Support research and analysis on regional issues, methods, and communications.**
- Gathers statistics and data on access to GNWT and partners programs and services.
 - Analyzes current approaches and uses quality improvement methods to translate best practices into improved programs and services.
 - Shares related information with departments staff on issues and events arising from GSO weekly reports from their SWSC.
- 6. Supports Regional Operations**
- Act on behalf of the Director, Regional Operations when required.
 - Advise Director, Regional Operations on methods GNWT can use to plan and implement information tools to increase awareness and access in regions.
 - Assist in the development of communication plans and tools.
 - Monitor budgets and completes variances when required.
 - Manages financial activities and prepares monthly visa reports.
 - Ensures all required actions in SAM are done properly and coding is correct.
 - Ensure all policies, procedures, regulations of human and financial resources are clearly followed.
- 7. Support Regional Management Committee (RMC) as directed by Director, Regional Operations.**
- Attends RMC when possible and tracks activities of GNWT departments.
 - Analyze and prepares documents for consideration at RMC or other subcommittees or working groups.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual demands.



Sensory Demands

No unusual demands.

Mental Demands

Extensive travel to the communities to meet with staff, leadership, or clients can cause disruption to homelife.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of northern and Indigenous government structures and issues, including modern agreements and plans,
- Knowledge of regional and local traditional knowledge customs and practices would be an asset.
- In-depth knowledge of the political, social, and cultural landscapes of the regions.
- 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.
- Ability to lead and manage a team.
- Systems and critical thinking skills are ideal to implement services across diverse communities.
- Must be a proven communicator in person and using communication tools including computers and mobile devices and their systems.
- Ability to adapt communication styles to multiple cultural environments and engage the public in a culturally appropriate manner.
- Ability to research, analyze and innovate where there is room for growth.
- Manager related training in areas of human resource management, labour relations, recruitment and retention, policy, legislation, and communication.
- Ability to build and maintain strong partnerships and relationships.
- Ability to work effectively with all sizes of teams and variety of cultural groups.
- Ability to work with community members and skilled at planning events such as forums and open houses.
- 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 university degree with two years of experience as a manager.

Equivalent combinations of education and experience will be considered.



ADDITIONAL REQUIREMENTS

Ability to obtain a class 5 Drivers License and operate a vehicle for highway/ winter road travel.

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