



IDENTIFICATION

Department	Position Title	
Executive and Indigenous Affairs	Manager, Integrated Service Delivery (ISD)	
Position Number	Community	Division/Region
11-14643	Yellowknife	Integrated Service Delivery HQ

PURPOSE OF THE POSITION

The Manager, Integrated Service Delivery (ISD) is responsible and accountable for the overall management of the Yellowknife ISD site and its staff. This position provides senior level program expertise and support to the Department of Executive and Indigenous Affairs on the development and direction of the Yellowknife ISD site. The Manager leads an inter-professional team that is responsible for streamlining and coordinating services through integration to improve health and wellbeing outcomes for residents.

The Manager, ISD is responsible for providing expertise, analysis, program delivery planning, and project development to Senior Management in the ISD Unit in the Department of Executive and Indigenous Affairs. This position is also responsible for developing a wide range of communications materials, providing strategic advice, and is the primary liaison responsible for coordinating interdepartmental collaboration to support the Yellowknife ISD site.

SCOPE

The position is located in Yellowknife and reports to the Territorial Director, Integrated Service Delivery (ISD). The Manager is responsible for leading the collaboration of work among a number of government departments, non-government organizations (NGOs), and service providers, and will be responsible for the overall communication of the Yellowknife ISD site to partnering departments. This position provides expert advice for the design, delivery, and utilization of integrated services, ensuring the program and its services are delivered effectively, efficiently, and meet the needs of NWT residents, while remaining in line with GNWT priorities towards ISD. The incumbent supervises 6 staff members including four (4) Pathfinders, one (1) Intern Pathfinder, and one (1) Program Support & Intake Coordinator.



This position supports the organizational shift towards person-centered service delivery by leading collaborative work with various GNWT departments and programs, NGOs, service providers and consultants. The Manager is accountable for using a collaborative approach in providing support and advice in the ongoing development, implementation, monitoring, reviewing and evaluating of the Yellowknife ISD site. This requires clear and frequent communication with various stakeholders who may have conflicting interests and perspectives. The ability to develop and maintain respectful, balanced relationships with partner GNWT departments and other agencies is essential to this position.

Staff at the Yellowknife ISD site, including the Manager, will model and promote integration through the shift in organizational culture towards person-centred service delivery in an effort to achieve equitable access to services, timely and coordinated services, measurable outcomes and increase self-sufficiency, and enhanced relationships among service providers. ISD staff will also adhere to the principles of equity, cultural safety and anti-racism, support personal choice and decision making, reconciliation, accountability and relationship-based approaches. As a centre for learning and innovation, this group of change-makers is responsible for driving this change across the system.

The Manager, ISD must be familiar with territorial and federal legislation and policy. The incumbent's expertise will be called upon to recommend actions to senior management and make decisions that will have an immediate impact on the public's perception and understanding of ISD initiatives and services being provided. Discretion and diplomacy are required.

RESPONSIBILITIES

1. Provide leadership and strategic advice on evidence, and expertise on a wide range of issues related to integrated person-centered services that work in a whole of government approach.

- Acts as an expert resource to provide consultation and advice to address issues related to the implementation of ISD initiatives and cross departmental involvement of a whole of government approach to service provision.
- Monitors, analyzes, and assesses a broad range of issues that impact the implementation, direction, and services provided at the Yellowknife ISD site.
- Provide leadership, advice, and assistance in the development of strategies related to the provision of ISD initiatives and a whole of government approach to service provision.
- Supports the broad objectives of the Department of Executive and Indigenous Affairs's strategic plan and other strategic priorities.
- Promotes innovation in collaborative service provision, whole of government



approaches and policy coordination to improve wellness/social determinants of health outcomes for individuals in NWT.

2. Develop and coordinate departmental and interdepartmental strategies and oversight to the strategic planning process of ISD related initiatives and develop long term plans for continued ISD implementation.

- Establish, lead, and participate in an inter-professional team within the Yellowknife ISD Site that includes GNWT Departments and agencies, Indigenous Governments, and NGO's.
- Develop strategic plans and work plans for the Yellowknife ISD site, aligning with interdepartmental goals and strategic plans of the ISD Unit.
- Oversees individual staff work, priorities and goals.
- Establish a collaborative team environment at the Yellowknife ISD site that encourages innovation, learning, and openness to change amongst themselves and partner departments.
- Provide support and leadership to ISD Regional site during implementation and times of challenge/conflict.

3. Participate in a wide range of meetings and initiatives as they relate to ISD, the Yellowknife ISD site, and/or related issues.

- Research, develop, and present outcomes and findings from the Yellowknife ISD site to other departments, external organizations, and governments as part of ongoing education and change management priorities.
- Assist in the negotiation of a wide range of agreements, policies, or protocols as they pertain to ISD related initiatives.
- Review and analyze reports, submissions, and legislation from other jurisdictions, and identify approaches and models that can be incorporated into ISD initiatives in the NWT for short and long-term.

4. Develop a wide range of communications materials, including publications and presentations, to ensure clarity and consistent messaging both internally and externally, and provide communications advice.

- In conjunction with departmental communications staff, develop initiative-specific communication plans and approaches in accordance with GNWT and departmental policies and guidelines, and provide leadership in implementation.
- Maintain contacts and communications with departmental colleagues, other GNWT departments, NGOs, and other community members to ensure information concerning the Yellowknife ISD site is communicated in a consistent and effective manner.
- Develop documents and information materials for a wide range of audiences (the public, clients, the Legislative Assembly) using a full array of communications media to support the ISD initiatives and services, including print, video, radio, and electronic



formats.

- Develop issue notes, presentation materials, and other program resources through research and analysis of policies, programs, and services, as well as the sociopolitical context of issues.
- Work with members of the ISD Unit to conduct evaluations and report on effectiveness of various ISD communication efforts and recommend alternatives and revisions as required.

5. Support and participate in the identification, design, and implementation of strategic evaluation processes.

- Work with members of the ISD Unit to assist in the identification, design, implementation of monitoring and evaluation processes.
- Ongoing maintenance, and auditing of Yellowknife ISD site database to ensure data is secure and adheres to participant confidentiality and ATIPP legislation.
- Support other GNWT departments and partners in coordinated data collection through Yellowknife ISD site database.
- Work with members of the ISD Unit to identify evaluation opportunities, gaps, and needs.

6. Provide leadership and supervision of the Yellowknife ISD site staff and work collaboratively to action priority items for various ISD initiatives.

- Demonstrate leadership by spearheading working groups to address identified issues to ISD, person-centered service delivery, and enhanced service outcomes for NWT residents.
- Work collaboratively with other departmental staff, community service providers and program participants to continually develop, monitor and evaluate ISD processes and protocols to ensure they are meeting the needs of residents accessing the Yellowknife ISD site.
- Manage day-to-day issues as they arise at the Yellowknife ISD site to ensure they are resolved in a timely manner.
- Act as the main point of contact for issues pertaining to the Yellowknife ISD site.

WORKING CONDITIONS

Physical Demands

The incumbent works directly with individuals who are dealing with multiple complex issues across departments. The position will work directly with individuals in the office as well as in the community. Threats of physical confrontation with participants, who are high risk; may be intoxicated or under the influence of substance, occurs approximately 1-2 times per month for a high degree of intensity.



The incumbent will be required to assist in stocking office supplies and participant support materials which may require some lifting.

Environmental Conditions

The incumbent will be required to work daily with individuals who are dealing with complex social issues (homelessness, addictions, mental health issues, child & family services, food security, income support). The position works in an office where the unpredictability and nature (mental health, addictions, cognitive challenges) of the individuals may pose a health and safety risk. Use of a computer for extended periods may also be required.

Sensory Demands

Visual and auditory senses are used the most to perform the duties of the position. Incumbent must be cognizant of and use senses including sight, smell and hearing to be alert and aware of surroundings and clientele. In addition, accuracy is crucial for this position, particularly in drafting and proofreading documents and communiques.

Mental Demands

Competing demands around deadlines can lead to mental stress. The scope of the work can involve politically sensitive issues and tight deadlines with a high degree of intensity. These conditions can lead to mental and emotional fatigue and stress. This position will be dealing with multiple departments and stakeholders, often with competing or conflicting strategic direction.

Potential exposure to hostile and unpredictable behavior poses a safety risk. The position will be frequently exposed to information of trauma and dysfunction that may include stories of physical/sexual abuse, homelessness, and violence. The potential for mental stress and demands is considerable.

KNOWLEDGE, SKILLS AND ABILITIES

- Maintain a working understanding of the social determinants of health for Indigenous peoples, and the context and enabling environments in which programs and services operate.
- Knowledge of colonial history and contexts for understanding inequities in health and wellness outcomes and access to services, including but not limited to the residential school system and systemic racism.
- Knowledge of service systems within the NWT, including programs, delivery models, and the socio-political and cultural environments.



- Excellent knowledge of government, including its legislative process and mechanisms, operations of the separate branches and inter-governmental/inter-jurisdictional processes and relationships.
- In-depth understanding of northern legislation, programs, structures, and issues.
- Academic and practical experience in systems integration and planning, determinants of health, and the socio-economic drivers of population wellness.
- Excellent knowledge of best practices in research, planning and evaluation, including performance measurement, development, and implementation.
- Ability to distinguish between legal, policy, and political issues and make appropriate decisions to move forward with a means of action.
- Ability to work independently on complex matters, and lead and work effectively in teams.
- Ability to work effectively with a variety of people, frequently under stressful or time-limited conditions.
- Ability to build and sustain effective working relationships and work collaboratively with media, stakeholders, department, and non-government organizations.
- Excellent oral, written and electronic communication skills, as well as the ability to adapt communication styles to accommodate different needs with tact and diplomacy.
- Demonstrated leadership skills and professional judgment are required, as well as strong interpersonal and negotiation skills in order to appropriately interact with ISD participants.
- Strong project management, time management and organizational skills.
- A high degree of adaptability and initiative is essential.
- 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:

A bachelor's degree in social sciences, public policy, legal studies, communications, or other relevant area of study with a minimum of three years' experience in a policy, legislative, legal, communications or program development setting, and 2 years progressively responsible supervisory or management experience. Equivalencies will be considered.

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