



## **IDENTIFICATION**

<b>Department</b>	<b>Position Title</b>	
Executive and Indigenous Affairs	Senior Advisor, Change Management	
<b>Position Number</b>	<b>Community</b>	<b>Division/Region</b>
11-17155	Yellowknife	Governance and Service Integration

## **PURPOSE OF THE POSITION**

The Senior Advisor, Change Management is responsible for supporting the development, implementation, and maintenance of Governance and Service Integration (GSI) initiatives throughout the Northwest Territories (NWT) to enhance system capacity to respond in a timely, effective, and integrated manner to the needs and strength profiles of individuals, families, and communities.

In support of a shared GNWT Departments' and Agencies' commitment to improving the delivery of services across sectors to NWT residents, the Senior Advisor, Change Management will support the Territorial Director, Governance and Service integration in working closely and collaboratively with various levels of government to prepare for and implement the shift in organizational culture away from program- oriented service delivery towards person-centered service delivery. This process will involve various communication strategies, information sessions, and training, and will require monitoring and evaluation techniques to ensure uptake and consistency across departments. The organizational shift in service delivery will impact all levels of government, as well as external partners. As such, this position will work closely with senior officials, staff, and representatives from Government of the Northwest Territories (GNWT) Departments, Indigenous Governments, education bodies, housing authorities, health authorities, health providers and practitioners, educators, Aurora College, non-government agencies, as well as the public.

## **SCOPE**

Reporting to the Territorial Director, Governance and Service Integration, the Senior Advisor, Change Management is responsible for using a collaborative approach to planning and developing a change management strategies and activities related to GSI, and will be responsible for supporting, and promoting an NWT-wide strength-based, person-centered, trauma-informed, culturally safe, evidence-based, inclusive service delivery, grounded in a



whole of government approach.

The incumbent provides expertise and direction on how to guide service systems within the NWT to adopt and continue to build a culture of collaborative customer service and quality of care that focuses on flexible and timely person-centered service. This will require extensive engagement and collaboration with service systems partners across sectors, including education; income; housing; criminal justice; health and social services, including policy and clinical providers; community, Indigenous, territorial, and federal governments; and non-governmental organizations. Positive and trusting relationship building with our partners is essential to advancing this work. The incumbent supervises the Intern GSI Coordinator.

Effective planning and utilization of evidence-based change management approaches will be key to the success of these efforts and will require the incumbent to use established competencies of change management, diplomacy, and effective engagement of various partners.

GSI is a cutting-edge approach to address and prevent complex social issues such as homelessness. Service integration refers to the ways in which silos can be broken down to reduce duplication of effort, improve sharing of knowledge and lead to better results for community members. It is the process of building connections between services to work together to deliver services in a person-centered manner that are more comprehensive and cohesive as well as more accessible and more responsive to the needs of community members.

Staff in the GSI unit, including the Senior Advisor, Change Management, will model and promote integration through the shift in organizational culture towards person-centered service delivery to achieve equitable access to services, timely and coordinated services, measurable outcomes and increase self-sufficiency, and enhanced relationships among service providers. GSI 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 center for learning and innovation, this group of change-makers is responsible for driving this change across the system.

## **RESPONSIBILITIES**

### **1. Develop and implement change management strategies and plans to support the organizational culture shift associated with GSI.**

- Work with various government departments and regional co-located service integration sites at all levels to conduct impact assessments to identify potential risks, challenges, and resistance associated with the organizational shift to service integration.
- Develop work plans and oversee completion of tasks, activities and deliverables associated with various change management activities.



- Create and deliver effective communications plans, engagement strategies, and feedback opportunities to promote an understanding of GSI across departments, manage misinformation, and garner support and buy-in for change initiatives.
  - Prepare reports and presentations as requested.
  - Work collaboratively with various GNWT departments to create a GSI training framework.
- 2. Provide ongoing guidance and support at various levels of government to support leaders and teams in managing change related to service integration.**
- Foster a culture of continuous improvement and change readiness by providing guidance, information, and tools for leadership and staff to use to support change initiatives.
  - Engage and collaborate with external stakeholders, NGOs, and committees to identify and address challenges to change implementation.
  - Collaborate with staff at various levels across GNWT departments to align GSI change efforts with ongoing departmental initiatives.
  - Facilitate information sharing and lessons learned across departments, programs, and regions.
  - Assist GNWT departments, programs, and staff in defining roles and responsibilities after implementing changes.
  - Assist with positive dispute resolution and constructive conflict management.
  - Support and engage Senior Management and Leadership in change initiatives.
  - Support regional co-located service integration sites with planning for and implementing change initiatives.
- 3. Collaborate with Human Resources and other relevant departments to integrate service integration principles and competencies into job descriptions, hiring processes, and employment performance monitoring and training.**
- Collaborate with HR and relevant departments to develop competencies for frontline positions that reflect person-centered service delivery and GSI principles to be used during hiring processes.
  - Collaborate with HR and relevant departments to develop performance monitoring tools and criteria related to person-centered service delivery and GSI that can be used in the GNWTs Performance Development Program.
  - Work with HR and relevant departments to align GSI training initiatives with current GNWT training and integrate them into the GNWT Workforce Development Framework.



- 4. Monitor and evaluate the effectiveness of change initiatives, identifying areas for improvement and making recommendations as required.**
  - Develop an ongoing monitoring and evaluation strategy to track change initiatives in various forms, including but not limited to service user experiences, frontline service provider experiences, system level integration measures; system efficiencies, leadership for GSI, and socio-economic and health indicator outcomes for NWT residents.
  - Use findings, feedback, and outcomes to identify potential needs and gaps, and adjust implementation of change initiatives as needed.
  - Provide regular reporting for Senior management, Deputy Ministers, and Ministers on the change management process, status, challenges, and successes.
  - Stay current with best practices in service integration and change management and apply new information as appropriate.
  
- 5. Work with relevant GNWT staff and Indigenous partners to indigenize service integration training for NWT context.**
  - Work with relevant stakeholders to hire appropriate consultants to indigenize various GSI related training for NWT context.
  - Support consultants to conduct work by organizing engagements, meetings, workshops, and preparing relevant materials.
  - Support consultant with logistics needed for workshops and meetings, including arranging travel, venues, and hospitality.
  - Support consultant during engagements and meetings as requested.
  
- 6. Plan and organize various training and workshops required for organizational shift towards person-centered service delivery and GSI.**
  - Hire appropriate trainers/consultants to conduct various training and workshops across the NWT related to person-centered service delivery and GSI.
  - Support the logistics needed for training and workshops, including arranging travel, venues, and hospitality.
  - Support the planning and execution of training and workshops by organizing dates, scheduling attendees, and assisting with material preparation.
  - Work with GNWT departments, staff, and other relevant stakeholders to coordinate training with other departmental initiatives and key activities.

## **WORKING CONDITIONS**

### **Physical Demands**

No unusual demands.

### **Environmental Conditions**



No unusual demands.

### **Sensory Demands**

No unusual demands.

### **Mental Demands**

The position engages in topics that include interpersonal and systemic racism and the intergenerational individual and community impacts of colonization. Some work at regional co-located service integration sites, shelters, or supportive housing locations may expose the position to individuals who are high risk, intoxicated, under the influence of substances or dealing with mental health issues. Potential exposure to hostile or unpredictable behavior when visiting these sites poses a risk.

Travel to NWT communities may be required.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

- High personal motivation, self-management, and detail-orientation; ability to take responsibility in meeting deadlines and making progress without constant supervision.
- Strong analytical and problem-solving skills with the ability to think strategically and develop innovative solutions to complex challenges.
- Knowledge of person-centered service delivery principles and best practices in integrated service delivery.
- Knowledge of health and social well-being, factors affecting community, family and individual health and well-being.
- Knowledge of service systems within the NWT, including programs, delivery models, and the socio-political and cultural environments.
- Sensitivity to geographic and cultural needs of people, understanding how community and culture impact the delivery of fundamental services.
- Strong understanding of change management principles, methodologies, and tools.
- Basic understanding of quantitative and qualitative statistical analysis.
- Research and analytical skills, and an understanding of research process and principles.
- Excellent oral and written communication skills for presentations, briefings and preparation of reports, briefing notes, project updates, schedules, charts, and graphs.
- Ability to interpret qualitative and quantitative data.
- Project management skills with the ability to prioritize tasks, manage multiple initiatives, and meet deadlines.
- Ability to use computer software including word processing, databases, spreadsheets, electronic mail, and scheduler programs.
- Experience in change management efforts.



- Demonstrated leadership skills with the ability to influence others to move towards a common vision.
- Must have superior inter-personal and diplomatic skills to navigate competing interests and priorities while maintaining the principles and goals of GSI.
- Must have strong project management skills and demonstrated ability to accomplish complex tasks and respond effectively to changing deadlines.
- Ability to work effectively within a team environment.
- Must be self-directed and display initiative and innovation.
- Experience working in change management initiatives, and/or certification in change management processes (Prosci's ADKAR, Kotter's 8 step process) would be considered an asset.
- 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 a social or health-related discipline, communications, public administration or organizational management and five years related progressive experience in a management position.

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