



IDENTIFICATION

Department	Position Title	
Municipal and Community Affairs (MACA)	Manager, Community Services	
Position Number	Community	Division/Region
21-15012	Yellowknife	Sport, Recreation and Youth

PURPOSE OF THE POSITION

The Manager, Community Services position is responsible for creating, managing and implementing department policy and programs that support community government sport, recreation and physical activity services that improve the well-being of community residents and move towards a goal of healthy, sustainable NWT communities.

SCOPE

The Manager, Community Services (Manager) is located in Yellowknife and reports to the Director, Sport, Recreation and Youth (Director). The division plays a key role in assisting the territorial and community governments in achieving a goal of healthy, sustainable communities. It also contributes to creating a territory-wide base of youth and volunteers who contribute to positive lifestyles in their communities.

The Department of Municipal and Community Affairs (MACA or the Department) is responsible for the development and maintenance of community governments, responsive and responsible to the residents, with sufficient legal authority and resources to carry out community responsibilities, to provide public programs and services essential to good community life and to deal effectively with other government organizations. The Department is also responsible for protecting the interests of consumers. The Department accomplishes this mandate through supporting capable, accountable and self-directed community governments in providing a safe, sustainable and healthy environment for community residents.

MACA is highly decentralized in the delivery of its programs and services. Its regional offices operate in a complex environment serving remote and often isolated communities with limited capacity, extreme weather conditions, short construction seasons, challenging seasonal transportation logistics and close proximity to an active political environment.



The work of the position supports and impacts programs delivered by MACA headquarters and regional offices, educational authorities, schools, and non-government organizations in the areas of sport, recreation, physical activity, youth and volunteers. These responsibilities can significantly impact community governments, educational authorities and schools, health and justice organizations and residents of the Northwest Territories.

The Manager supervises five Regional Recreation Coordinators and collaborates with five Regional Superintendents and the Director for the provision of sport, youth and recreation services including: capacity building; advice and assistance concerning recreation, sport, physical activity, youth and volunteer programs to community governments; the delivery of these services in communities; and the provision of financial assistance to eligible community governments, school authorities and/or territorial-based recreation and sport organizations in the development and delivery of sport and recreation activities through recreation and sport contributions.

The Manager is accountable for successful development and delivery of departmental policies and programs which can have a significant positive impact on community government operations in the areas of sport, recreation and physical activity. The incumbent is responsible for relations with other departments, governments and non-government agencies. Work is performed under the general direction of the Director. The incumbent has the authority to make independent decisions affecting policy and program implementation provided that they adhere to the policies, guidelines and interests of the GNWT. Judgement is required in interactions with partners and stakeholders.

The Manager is responsible for managing the provision of expert advice to support community government planning, development, design, construction and operation of sport and recreation infrastructure. Community infrastructure is costly and the incumbent assists in ensuring that expenditures are well planned and will meet the needs and demands of the community for years to come.

This is achieved through continuous interaction with the community government and includes such activities as the facilitation of the recreation capital planning process with councils and administration. This process involves the provision of analysis and advice (including trends, new developments and industry best practice), the identification of services, the establishment of ranking criteria, the prioritization of projects and the identification of infrastructure funding available. This requires knowledge of various federal and GNWT infrastructure funding sources and program criteria.

The Manager is responsible for ensuring compliance with all contribution policy and other program processes outlined in GNWT financial and administrative regulations and acts. The incumbent is specifically responsible for development of and adherence to risk management processes particularly for programming related to community services. The incumbent is



responsible for assisting with the department's role in the supporting the broader mandate of the GNWT.

The Manager is responsible for supervising and managing the work of the Facility Program Specialist (FPS) who assists community governments with their municipal works programs and services, including asset/maintenance management systems for community recreation assets. The activities of the FPS complement those of the Manager and the Manager of Community Infrastructure Planning in each of the regional office by promoting sound asset management practices by community governments that promote best practices for recreation infrastructure investment with the goal of minimizing infrastructure life cycle costs.

The Manager works with the Manager of Youth and Volunteer Leadership and managers of other GNWT departments and agencies on matters that impact community government, program delivery and capacity.

DIMENSIONS

- Reporting Positions 6 direct
- Compensation & Benefits \$761,000
- Operations & Maintenance \$230,000
- Grants & Contributions \$2.4 million
- Direct impact on community government capital and operations expenditures related to recreation.

TERRITORIAL SCOPE

- 33 community governments
- Territorial Sport organizations, District Education Authorities and Community youth centers

RESPONSIBILITIES

1. Manage department policy and programs related to community recreation services to improve the quality of local programming and increase benefits to residents:

- Provide advice and assistance to the Director in the development of new and revised Department policy related to sport and recreation,
- Effectively manage associated program budgets,
- Implement department community development policy related to its impacts on sport, recreation and physical activity,
- Manage the development of assistance protocols and resources for regional staff delivery to community government recreation staff (Recreation Coordinators, Senior Administrative Officers and/or Recreation Committees) including but not limited to:



- The community recreation planning cycle,
- Recreation budgeting and financial management,
- Sport and recreation calendars of events,
- Diversified programming (elders, children and youth, etc.),
- Supporting the operation of other organizations,
- Volunteer recruitment, retention and recognition,
- Youth mentoring,
- Risk Management,
- Reporting on activities to the SAO and Council.
- Manage the Department's sport, recreation and physical activity programs.
- Support the Manager, Youth and Volunteer Leadership in the development and delivery of Divisional research and evaluation initiatives.

2. Manage sport, recreation and physical activity training and education initiatives to improve the skills and abilities of local leaders resulting in improved quality of programming and increased benefits to residents:

- Assist with MACA training programs such as the Recreation Leader and Recreation Facility Operator Programs, occupational certification (Apprenticeship, Trade and Occupations Certification Act), curriculum development, course delivery, materials evaluation and student recruitment,
- Manage the Department's relations with other governments, national and territorial organizations involved in related training and education initiatives,
- Manage Divisional responsibilities related to the development of competent and qualified sport, recreation and physical activity staff for community governments and other employers.

3. Manage the departmental provision of expert advice related to the distinct capital planning and facility maintenance management requirements of community recreation and sport facilities to improve the quality of programs offered in those facilities and extend their useful life:

- Manage the development and delivery of advice, assistance and resources for community governments for recreation facilities, specifically the unique operational requirements related to swimming pools, arenas, gyms and community halls, canteens, outdoor areas and other facilities,
- Manage the development and delivery of advice, assistance and resources to other MACA staff with responsibilities for community capital planning and maintenance management systems on the distinct operational and planning requirements related to swimming pools, arenas, gyms and community halls, canteens, outdoor areas and other facilities,



- Participate in and represents MACA in intergovernmental / interagency committees, forums and meetings related to sport and recreation capital planning and facility maintenance management,
- Manage the development of advice and assistance to community governments and education authorities on the benefits related to sharing and operating facilities for the benefit of all residents.

4. Manage the departmental provision of expert advice related to the distinct community planning requirements for recreation resulting in healthier, safer, more accessible communities:

- Manage the development of advice and assistance provided to other MACA staff with responsibilities for community planning on the important role community design can play in promoting healthy and safe environments,
- Manage the development of advice and assistance provided to community governments on the distinct community planning requirements for recreation on the important role community design can play in promoting healthy and safe environments.

5. Manage relationships and activities related to MACA's support for community and regional organizations to improve the quality of local programming and increased benefits to residents:

- Manage the Department's relationship with Regional Recreation Associations to provide advice and direction on Department policy related to community recreation program development,
- Provide advice and assistance to regional organizations that have a role in supporting community healthy living, sport, recreation, physical activity, volunteer or youth programs and services,
- Manage the Department's efforts to develop and encourage community governments and their staff (Recreation Coordinators, Senior Administrative Officer's and / or Recreation Committees) to work with Territorial Sport Organizations, Aboriginal Sport Circle, NWT Recreation and Sport Association and Sport North to enhance these organizations' support for and delivery of local sport and recreation development.

6. Manage relationships and activities related to MACA's support for traditional Aboriginal games and physical literacy to reinforce the importance of cultural values and the physical wellbeing of residents:

- In cooperation with the Aboriginal Sport Circle, regional and other organizations, develops, manage and assist with implementing programs and services to develop traditional Aboriginal games athletes, coaches and officials,
- In cooperation with other organizations, supports the implementation of physical literacy principles through policy and programming across the sector.



- 7. Implement effective human resource development to support community services development to support youth leadership development and help youth choose to become positive contributors to society and consider careers in the public service:**
 - Manage the summer student sport and recreation program with regional staff,
 - Assist the Manager, Youth and Leadership in identifying and mentoring youth who may be interested in pursuing sport, recreation or physical activity careers,
 - Assist in developing and implementing regional MACA staff training plans,
 - Mentor regional MACA staff.
- 8. Manage the Division's role in supporting implementation of the Community Government Accountability Framework to improve the quality of local programming and increased benefits to residents:**
 - Provide advice and assistance to the Departmental Coordinator in continuing development of the Accountability Framework,
 - Manage the Division's role with the implementation and interpretation of Accountability Framework surveys and results,
 - Provide advice and assistance to regional MACA staff to assist community governments in effectively utilizing the Accountability Framework.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

Occasionally (15% of time), The position is may be required to respond to issues that can be politically charged and involve non-government organizations, residents, and community governments, Indigenous governments and organizations or other levels of government. Travel may be required, which can disrupt home life.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of public recreation, sport, volunteer and youth systems in the NWT,
- Knowledge of program planning, leadership training and facility planning principles and procedures,



- Knowledge of recreation facility planning and operations,
- Knowledge of legislation, roles and responsibilities of elected councils, recreation committees and recreation staff,
- Knowledge of evaluation processes and procedures and their use in adapting programming.
- Skills working in small groups as a leader/facilitator,
- Leadership skills to support and assist recreation staff, committees, volunteers and community leaders,
- Financial management skills,
- Computer skills with spreadsheets and the Microsoft Office Suite,
- Communications skills (written, verbal and plain language),
- Interpersonal skills - demonstrating awareness of cultural and language differences and in dealing with youth facing social and health issues,
- Mentoring skills.
- Create a positive work and team environment,
- See patterns when problem solving and decision making,
- Analyze potential solutions using diverse information,
- Make key contacts and shares information,
- Monitor work towards goals and prepares for change,
- Improve performance and adapts readily,
- Acts as a key team player and supports learning in others,
- Improve self and gives direction to others,
- Identify and advocates for resource effectiveness,
- Ability to manage time, set priorities and make decisions,
- Active listener,
- Strategic thinker,
- Demonstrated supervisory skills including ability to motivate others to take action and give direction to others,
- Ability to resolve conflicts and differences of opinion with innovative solutions,
- Motivates others to take action,
- 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 recreation or sport or a related field of study and five years directly related experience including experience in recreation facility planning, management and operations, with two years of supervising others or leading a team.

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