



IDENTIFICATION

Department	Position Title	
Municipal and Community Affairs	Pathfinder, Disaster Recovery	
Position Number	Community	Division/Region
21-16988	Yellowknife	Emergency Management/HQ

PURPOSE OF THE POSITION

The Pathfinder, Disaster Recovery is accountable to provide guidance and advice to clients on the process to access programs that may be made available to provide disaster assistance to eligible recipients in the event the Disaster Assistance Policy is applied to a specific disaster.

SCOPE

The Pathfinder, Disaster Recovery (Pathfinder) is located in various communities in the Northwest Territories (NWT) and reports to the Manager, Disaster Mitigation and Recovery (Manager). The Pathfinder provides support and guidance to clients including residents, businesses, not-for-profit organizations and community governments.

The Department of Municipal and Community Affairs (MACA/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. MACA accomplishes this mandate through supporting capable, accountable, and self-directed community governments in providing a safe, sustainable and healthy environment for community residents.

The Pathfinder works within a framework that includes established legislation, regulation and policies of the Government of the Northwest Territories (GNWT) and the Department. The Pathfinder must have an in-depth knowledge of the GNWT's Disaster Assistance Policy (DAP) and the Ministerial Disaster Assistance Funding Policy (DAFP) to be able to apply them appropriately.



The Pathfinder must also have an understanding of the federal government's Disaster Financial Assistance Arrangements (DFAA), as well as the federal Emergency Management Assistance Program (EMAP).

The Pathfinder works with privileged client information and must work within the framework of the Access to Information and Protection of Privacy Act. The Pathfinder must adhere to relevant GNWT records and financial requirements.

The Pathfinder provides advice and guidance pursuant to the DAP, DAFP and EMAP to clients located in the NWT whose homes and business operations have been partially or completely destroyed by a disaster event.

The GNWT's DAP is a government-funded assistance program to ensure essential community functioning and cover the essential basic needs of residents and businesses/organizations. Disaster assistance is limited to essential items, the loss of which was neither preventable nor insurable. The DAP lays out criteria to be considered when determining whether the DAP should be applied. Eligibility for the DAP includes: residents, small businesses, not-for-profit organizations and community governments.

In the event of a large-scale disaster, the Government of Canada (Canada) provides financial assistance to provincial/territorial governments through the DFAA. When response and recovery costs exceed what individual provinces/territories could reasonably be expected to bear on their own, the DFAA provides Canada with a fair and equitable means of assisting provincial/territorial governments. Through the DFAA, assistance is paid to the province or territory – not directly to affected individuals, small businesses or communities. A request for reimbursement under the DFAA is processed immediately following receipt of the required documentation of provincial/territorial expenditures and a review by federal auditors. The EMAP is a similar program, which applies on reserves.

In order to secure reimbursement from Canada, accurate record keeping, and detailed review of file information is critical to ensure that eligibility and payment amounts comply with program requirements thus ensuring that GNWT is fully reimbursed for all eligible expenditures by Canada.

The advice and support provided by the position meets the fundamental purpose of the Department to support residents and businesses to obtain financial support to repair physical infrastructure and replace assets (as defined in the DAP) to pre-disaster levels. This includes meeting with clients to determine their needs, working with insurance adjusters to obtain an accurate financial assessment of repairs to physical infrastructure (e.g., houses, businesses, etc.), working with construction and engineering service providers to complete structural and mitigation assessments; and working with homeowners to find suitable accommodation in the



case where their house has been damaged and/or lost. In some circumstances, including on reserves, MACA may also provide project management for repairs and replacements.

The Pathfinders are the first point of contact for clients accessing the DAP. It is critical for the Pathfinder to stay positive, understanding and empathetic throughout every meeting to ensure that further trauma is not inflicted on clients. The Pathfinder also supports clients to understand the processes and procedures and to complete applications for assistance, and remains a key support to clients throughout the recovery process.

The Pathfinder works with MACA HQ staff, other GNWT departments, health authorities and Housing NWT. The Pathfinder also works with insurance, construction and engineering service providers to obtain an estimate of the financial loss and to support residents in securing services to repair damage to physical infrastructure. The Pathfinder works closely with staff of municipal and Indigenous governments.

The Pathfinder is part of a team of pathfinders and works iteratively and collaboratively with Pathfinder colleagues to ensure the highest-quality of service to clients. The Pathfinder must be prepared to step in for other colleagues on an as-needed basis.

The Pathfinder works independently within the established DAP, DAFP and EMAP. Where a decision must be authorized that is outside the policies, the Pathfinder must identify the issue to the Manager.

RESPONSIBILITIES

1. Provides advice, guidance and expertise to clients seeking financial assistance under the DAP, DFAP and EMAP

- Manages a high volume of inbound-outbound phone, e-mail and in-person contacts from both current and potential clients.
- Advises clients about eligibility for disaster assistance.
- Assists clients to fill out applications for eligibility for disaster assistance.
- Works collaboratively with Pathfinder colleagues to identify opportunities for creative solutions.
- Assesses and advises clients on appropriate opportunities/strategies to receive disaster assistance, including accessing advances where needed.
- Assists community government staff to navigate the disaster assistance process and to complete applications for assistance.
- Maintains a client resource database.



2. Works with service providers to obtain accurate assessments of damage

- Researches information using available resources.
- Initiates and directs assessments by insurance adjusters to obtain an accurate assessment of the financial costs of repair and replacement of physical infrastructure.
- Initiates and directs assessments by insurance adjusters to obtain an accurate assessment of the costs of replacement of lost or damaged home contents.
- Reviews quotes for repairs and reviews invoices for eligibility once repairs have been completed.
- Reviews eligibility under the DAP, DFAP and EMAP for inclusion in the claim for disaster assistance.

3. Supports the ongoing development and implementation of manuals, policies and procedures and standard operating procedures

- Researches and analyzes information.
- Prepares drafts of documents.
- Documents procedures and issues that may arise particularly where lessons learned can be identified.

4. Ensures accurate documentation

- Reviews invoices and validates information to determine eligibility for disaster assistance under the DAP, DFAP and EMAP.
- Prepares memos and notes-to-file.
- Files documents in DIIMS consistent with established policies.
- Enters client information into the system.

5. Financial administration

- Reviews all claims for eligibility and ensures all required backup information, such as receipts and/or quotes, are provided to process claims under the DAP, DFAP or EMAP.
- Calculates advances and final claims, and submits all documentation required for the processing of payments.
- Provides further information as required to support the requests for payment.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.



Sensory Demands

No unusual demands.

Mental Demands

The Pathfinder will have direct daily exposure to stressful situations related to the disaster recovery. There is no control over work pace, volume of calls, or nature of calls. The position encounters competing, urgent priorities, uncertainty regarding what to expect at work, and some potential of residual trauma.

Dealing with traumatized clients occurs daily. The incumbent must be able to rapidly shift focus in response to constant emerging issues. This occurs daily.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of psychology and counselling of individuals who have experienced trauma.
- Knowledge of municipal and community governments, and Indigenous governments.
- Knowledge of contracting and construction practices.
- Knowledge of conflict resolution practices and procedures.
- Knowledge of positions typically found within municipal and community governments, and Indigenous governments and organizations.
- Knowledge of government organization at various levels of government, including federal and GNWT.
- Knowledge of financial systems and processes.
- Excellent interpersonal skills, verbal and written communication skills, listening and paraphrasing.
- Effective analytical, interpretive, evaluation and investigative skills.
- Technology skills including MS Office, record management, web-based communication and course delivery applications.
- Strong organizational, facilitation and conflict resolution skills.
- Ability to establish and sustain relationships through the disaster recovery process.
- Ability to foster effective relationships with community groups.
- Ability to work in a highly stressful environment.
- Ability to work in a multi-level matrix management model - i.e., successfully communicate and work closely with the Manager as well as with the Regional Superintendent.
- Ability to work independently; and demonstrate initiative, sound judgement, discretion, and creative thinking.
- Ability to work effectively in a cross-cultural environment.
- Ability to present views, information and ideas in a clear and appropriate manner.
- Ability to change behaviour/approach based on changing demands, lack of response or a negative response to action taken.



- Ability to deal with others respectfully and tactfully.
- 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 college diploma from an accredited post-secondary institution, plus a minimum of five years related experience.

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