



IDENTIFICATION

Department	Position Title	
Municipal and Community Affairs	Training and Development Advisor	
Position Number	Community	Division/Region
21-2486	Yellowknife	SCG/North Slave

PURPOSE OF THE POSITION

The position works within the School of Community Government (SCG), a division of Municipal and Community Affairs. The Training and Development Advisor (Advisor) is responsible for supporting the Departments efforts in community government development and capacity building, specializing in community government occupations. The position, located in one community in each of the five regional centers, reports to the Manager Community Development and Training SCG, will work closely with staff in their regional office and will have a reporting relationship to Regional Superintendent. The Advisor will determine learning and training needs using assessment tools, and assist community governments in identifying training and development programs and services that maximize employment and education opportunities for their staff, including working cooperatively with other GNWT departments and organizations, programs and resources.

The Advisor is responsible for the regional promotion of SCG programs and provides leadership and facilitation services to aide in community capacity building activities within the assigned region. Efforts may include community support of governance issues, community strategic planning, human resources strategies, development/implementation of tools/resources to assist community government staff and plans that communities are required to produce.

The incumbent is frequently the first point of contact with community governments for e-learning, training and development opportunities matters relating to sustainability, community development, capacity and governance and operational issues. Successful actions and decisions of the position can enhance a community's ability to improve its programs and services and measure impact of such.

SCOPE

Reporting to the Manager Community Development and Training but with an operational relationship to the Regional Superintendent, the Advisor provides learning and development support to community governments, Designated Authorities and organizations that support communities in areas of sustainability, community development, capacity building, governance, policies and legislation and programs and services. Financial responsibilities are approximately \$10,000 and the position influences spending of other departments and institutions, partners and territorial and Indigenous Aboriginal organizations.

The advice and support provided by the position meets the fundamental purpose of the SCG to support councils and employees to effectively and efficiently manage community government authorities, responsibilities, programs and services. As part of the School of Community Government (SCG) team, the Advisor supports the delivery of SCG programs, courses and workshops. This includes promotion of community government occupations, support to clients to help prepare them for these occupations in terms of essential skill assessment, learning needs assessments, psychometric assessment, career and succession planning and facilitation of courses and workshops.

The Advisor works with the MACA Regional Superintendent and other staff, community governments and partner organizations including the Northwest Territories Association of Communities (NWT AC) and Local Government Association of the Northwest Territories (LGANT) and other similar professional organizations to identify regional learning needs and actions within the areas of governance, strategic planning, operational review and analysis, assessments, human resource development and planning.

In addition and frequently with a team of technical partners the incumbent:

- Coordinates delivery of developmental opportunities including courses and workshops within assigned geographical area;
- Conducts research, interviews and provides analysis, advice and recommendations to communities on matters related to the development of individual learning plans, succession plans or group training;
- Recommends actions to develop, improve or expand occupational standards, certification and evaluation for community government positions;
- Assists community governments in hosting and participating in e-learning opportunities;
- Provides expert advice and technical support to clients on SCG programs, workplace learning and development practices and e-learning best practices;
- Uses tools and resources that identify, monitor, assess and address community learning needs, priorities and result;
- Seek out partnerships with other government departments to support community learning

Working closely with the regional superintendent, the Advisor identifies learning needs of staff and councils, organizes and implements regional and/or community training and /or development plans.

The position is responsible for providing a regional perspective on the SCG program budgets based on identified learning needs for the upcoming year.

Overall the Advisor plays an active and collaborative role with a variety of regional staff, MACA Divisions, and GNWT in facilitating an integrated approach to the identification of community learning needs, the implementation of agreed upon actions and the monitoring and evaluation of key results.

RESPONSIBILITIES

1. Researches, plans, coordinates, implements, monitors and evaluates community learning and individual learning interventions that result in effective, responsible, responsive and sustainable community governments.

- Provides quality information, advice and assistance to community government councils, community government staff and other decision-makers in the assigned region to support effective learning of leadership, decision making, and problem solving skills.
- Assesses the research and analysis conducted by, or about, community governments to identify learning needs.
- Keeps abreast of current learning and workforce development trends, best practices and community governance issues.
- Facilitates workshops and courses to aide in problem solving capacity for community governments and advises the Manager and Regional Superintendent of potential knowledge, skill and ability gaps in areas of governance, community training and development, community operations and human resource development.
- Assists in the design and implementation of learning interventions and services.

2. Coordinates occupational community, regional and territorial learning events and opportunities in assigned region.

- Provides advice and coordination of learning activities within the assigned region that support the development of community government staff and council.
- Acts as the lead in promoting the School of Community Government and its programs and services in the region, including assistance in identifying appropriate priority training and identifying appropriate community staff for training.
- Collaborates on the delivery of training events by Divisions, other GNWT and Federal Departments, consultants or educational institutions to elected officials and community government staff.
- When appropriate, delivers training, workshops and seminars to community governments and their staff or to other participant groups.
- Makes recommendations related to training methods to improve the quality of training events, instruction and materials.
- Utilizes established tools and procedures to conduct pre and post learning intervention assessment, follows up with participants from the region on how they are integrating their new knowledge and skills into their work.

- Gathers regional data, analyzing information and providing recommendations on future learning activities.
- Participates in regional level committees on training, capacity building and community development strategies and activities.

3. Advises, collaborates and works with community governments to facilitate and support general planning efforts.

- Utilizes an established inventory of "best practices" to facilitate community planning workshops;
- In coordination with Community Governments implement Community Government Human Resources Development System cycle - assist with assessment process, identification of regional training needs (clusters);
- Provides assistance to Community Governments and their staff along with partner organizations with the development of:
 - a. Strategic Plans
 - b. Energy Plans
 - c. Capital Plans
 - d. Human Resource Plans
 - e. Other; possibly culture, safety, recreation, etc.;
- Delivers planning related training when feasible,
- Collaborates with community and First Nations governments, and senior staff to support skill and knowledge transfer the planning process
- Manage and implement promotional strategies, tools and best practices, schedule and customize strategic planning workshops and follow-up support. to support community government strategic planning

4. Provide workforce development advice, guidance and expertise to community governments, councils and community members seeking a career in community government.

- Utilize established tools to conduct workforce learning needs assessments as well as individual learning needs assessments;
- Develop group and individual learning plans that utilize a variety of workplace learning strategies and take into account any workplace or personal barriers the learner may be experiencing;
- Coordinate with other Training and Development Advisors and relevant Associations to identify opportunities for peer learning, mentoring or coaching;
- Assess and advise individual learners on appropriate learning and developmental opportunities/strategies to enhance their skills, abilities and/or knowledge;
- Counsels clients about the availability of diagnostic services to address barriers to learning such as undiagnosed learning disabilities, psychological -social challenges (anxiety, depression etc);
- Assists community government managers or supervisors in developing performance management plans that are aimed at improving employee performance; and

- Assists community government managers or supervisors in developing succession plans for their workforce using both existing staff and identified local community members.

WORKING CONDITIONS

Physical Demands

Most of the incumbent's time is spent sitting with frequent opportunity to move about. The incumbent may spend 1-3 hours a day engaged in conversations/meetings with clients on the phone, via video link or in person. Occasionally the incumbent may be required to lift materials under 25 pounds, usually to ship materials. Occasionally the incumbent will deliver workshops which will require prolonged periods of standing. This occurs less than 20% of the time.

Environmental Conditions

The incumbent works in an office environment with periods of interruption which can impact the ability to concentrate. The incumbent is required to travel to via small aircraft and automobiles to communities within the region to deliver workshops or training. This form of travel can be hazardous and uncomfortable as it may occur during extreme weather conditions and low temperatures.

Sensory Demands

There is a daily need for the incumbent to concentrate in order to discern issues at hand in the course of duties to be able to respond to pressing situations.

Mental Demands

Occasional overtime and traveling to communities for evening meetings, course deliveries and workshops that occur 25% of the time for a period of 2-5 days per event. Dealing with difficult or aggravated clients can occur once or twice a month.

KNOWLEDGE, SKILLS AND ABILITIES

This position requires considerable knowledge of practical procedures related to strategic planning, organizational design and development, human resource development and training.

Knowledge of:

- Adult education methodology and organizational behavior.
- Municipal and community governments and indigenous aboriginal organizations structures.
- Positions typically found within municipal and community governments and aboriginal organizations
- Governance, leadership and management theories
- Government organization at all three levels of government.
- Occupational certification process.

Skills & Abilities

- Excellent interpersonal skills, verbal and written communication skills, listening and paraphrasing.
- Effective analytical, interpretive, evaluation and investigative skills
- Communicates regularly with stakeholders as appropriate; sustains the relationship when no specific project is underway
- Strong technology skills including MS Office, DIIMS, web based communication and course delivery applications
- Consults with others when planning or problem solving to gain their perspective on inter-relationships.
- Stays current with new tools, methods, technologies or approaches that may potentially impact services delivered
- Strong organizational skills and proven facilitation skills and training delivery experiences
- Ability to foster effective relationships with community groups
- Ability to work in a multi-level matrix management model - i.e., successfully communicate and work closely with Manager as well as with Regional Superintendent
- Ability to work independently, demonstrate initiative, sound judgement, discretion, and creative thinking.
- Ability to obtain a B level for administering psychometric assessments
- Ability to identify training or developmental needs both for individuals and the organization and recommends and implements methods or programs to meet the need
- Ability to prepare, schedule and deliver workshops and adult education sessions for adult learning based on established curriculum or objectives
- 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 other tactfully

Typically, the above qualifications would be attained by:

A Degree in Education, Public Administration or Social Sciences from an accredited post-secondary institution plus a minimum of 2 years related training and development experience.

OR

A diploma in Human Resources, Adult Education or college diploma and a certificate in Adult Education from an accredited post-secondary institution combined with 5 years relevant experience in workforce learning and development.

OR

A combination of 7 years experience in a senior management role within community government and a certificate in Adult Education from an accredited post-secondary institution.

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