



IDENTIFICATION

Department	Position Title	
Tłı̨chǫ Community Services Agency	Health & Social Services Employee Transition Coordinator	
Position Number	Community	Division/Region
27-17652	Behchokǫ	Health and Social Program/Tłı̨chǫ

PURPOSE OF THE POSITION

The Health and Social Services Employee Transition Coordinator (Coordinator) is responsible for organizing, streamlining, and overseeing a welcoming and supportive onboarding process and experience for new and relocating employees and their families within the Tłı̨chǫ Community Services Agency (TCSA) assisting new staff to bridge the gap in the onboarding process from the time of hire until their first day on the job. This work will promote employee engagement, retention, and an overall positive transition experience for new and relocating employees and their families.

SCOPE

The scope of the Tłı̨chǫ Community Services Agency (TCSA) is to manage the delivery of a range of integrated public Government of the Northwest Territories (GNWT) and First Nations health, wellness and education programs and services for the Tłı̨chǫ communities of Behchokǫ, Gameti, Wekweètì and Whatì. Established in 2005 as part of the Tłı̨chǫ Agreement, the Agency is designed to be an interim GNWT organization through which the Tłı̨chǫ Government will eventually exercise their treaty rights for self-government. The Agency serves approximately 3,000 people. Programs and services include K-12 education, health and wellness, child and family services, mental health and addictions, an 18-bed Long Term Care Facility, continuing care, and independent living.

The Tłı̨chǫ Community Services Agency vision "Strong Like Two People" is a metaphor for the desire by community leadership to build an organization, and create program and services, which recognize the strength and importance of two cultures.

Local Tłı̨chǫ and non-Tłı̨chǫ knowledge have complementary strengths, which together can achieve solutions to contemporary problems which neither could alone.



Located in Behchokö and reporting to the Manager, Quality Assurance & Risk Management (QARM), the Coordinator is responsible for a variety of tasks with different employees during the transition period between their time of hire and their first day on the job. As a representative of the TCSA HSS system, the incumbent plays a significant role in creating a positive and welcoming onboarding experience for employees during this transition.

There are unique challenges associated with attracting and retaining a full complement of staff in the HSS System which accounts for over 25% of Government of the Northwest Territories (GNWT) employees. This includes national and international competition for key professions, a dynamic professional environment driven by changing technologies and population health pressures, and the difficulty of attracting professional staff to remote northern communities.

The Coordinator works closely with Human Resources, the Department of Finance, hiring managers, other HSS Employee Transition Coordinators and new and relocating employees and their families. The Coordinator will have a significant amount of day-to-day flexibility and autonomy to support, network, and identify resources and solutions for employees and their families within the policies, guidelines, and interests of the GNWT, in support of a successful and positive welcome and onboarding experience.

The Coordinator should be accessible and will regularly communicate with new and relocating employees in a professional and supportive manner. They will be required to be knowledgeable on communities, facilities, support services, businesses, schools, and other resources commonly required by individuals and their families relocating to a new community. Where possible, the Coordinator should anticipate and respond to employee issues and situations promptly, providing support or resources to help address concerns that may arise during this transition period.

RESPONSIBILITIES

1. Liaise with new and relocating health and social services professionals to help support a positive relocation and onboarding transition experience for them and their families from their time of hire until their first day on the job. This may include following up with employees following their first day of employment, to provide support and direction in transition matters which fall outside of the employee's supervisor.
2. Liaise and coordinate with the Department of Finance on relocation of HSS System employees and their families, as required.
3. Develops and implements welcome initiatives and programs for new and relocating employees within the Tł'chö Region.



4. Develops and coordinates regular in-person and virtual social events for new health and social services professionals.
5. Leads the research and development of community welcome information packages, based on the needs of new health and social services professionals, including community profiles, housing information, key contacts, peer resource groups, and other relevant information.
6. Provides insight and analysis on challenges, opportunities, and program effectiveness in the successful welcoming and onboarding of health and social services professionals and their families, aiming for continuous improvement.
 - Responsible for conducting entry and exit interviews with all employees and compiling data into tracking documents.
7. Establishes, participates and/or leads community stakeholder initiatives and working groups, related to employee onboarding and employee belonging.
8. Provides other navigational supports to new and relocating health and social services professionals and their families to help ensure a positive experience, including, but not limited to:
 - Assisting employee with community navigation, including local tourism, housing, school integration, etc.
 - Promoting northern connections and cultural integration within the community.
 - Promoting connections in line with new employees' interests within the community to assist with integration.
 - Promoting employment opportunities available in town specific to spousal/family employment needs of the new employee.
 - Connecting new employees with various stakeholders in the community to support employee and family integration.
9. Participates in recruitment activities and assists with employee onboarding:
 - Monitor TCSA job postings across various career sites and platforms, liaising with Human Resources to provide updates, track applicant activity, and ensure all information is current and accurate.
 - Create and design recruitment materials for online job postings as well as for virtual and in-person career fairs.
 - Attend career fairs and hiring events to promote employment opportunities at the TCSA, engage with prospective applicants, and build a network of potential candidates.



10. Provides general administration coverage as required to the Quality Assurance & Risk Management Division:

- Formats, prints and distributes letters, reports, survey, questionnaires, publications and presentations as required.
- Maintaining boardroom bookings.
- Take minutes at meetings which are supported by the QARM Division.
- Other tasks assigned by Manager, Quality Assurance & Risk Management.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

Work is conducted mainly in an office environment; however, the position may require travel to hospitals, health care centres, airports, and various social settings.

Sensory Demands

No unusual sensory demands.

Mental Demands

This position requires the incumbent to prioritize competing tasks while maintaining a positive, supportive presence with many stakeholders. The incumbent will be required to work flexible work arrangements, including evening and weekend support. On occasion, this position may also require travel across the NWT to support new employees in various HSS System locations.

KNOWLEDGE, SKILLS, AND ABILITIES

- Interpersonal skills.
- Organizational skills.
- Written and oral communication skills.
- Attention to detail with the ability to prioritize and handle multiple tasks at once.
- Knowledge of Northwest Territories communities, organizations, businesses, etc.
- Ability to manage multiple tasks and priorities.
- Ability to work successfully with all levels of employees and management.
- Ability to troubleshoot, identify improvements, and make decisions independently.
- Ability to work flexible work schedules including evening and weekend support as required.
- Familiar with Microsoft Office/Suite.



- Ability to demonstrate work ethic (reliable) with “can do” and collaborative attitude.
- Familiarity with Employment legislation, Collective Agreements, Employee Handbooks, and Employment Contracts.
- Ability to demonstrate self confidence.
- Ability to participate willingly and support team decisions (is a good team player)
- 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 post-secondary education related to Human Resource Management, Marketing, Public or Business Administration, Hospitality and Tourism Management, or a related field. Class 5 Drivers license required. Experience in a cross-cultural setting would be an asset.

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: Tlicho

Required
 Preferred