



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Manager, Talent Acquisition	
Position Number	Community	Division/Region
48-12641	Yellowknife	Talent and Organizational Development/HQ

PURPOSE OF THE POSITION

The Manager, Talent Acquisition (Manager) is responsible for the planning, development, implementation and oversight of strategic initiatives and programs focused on the Health and Social Services (HSS) System recruitment that positively influences the balance between supply and demand for HSS professionals, including physicians, throughout the Northwest Territories (NWT) and to proactively analyze and plan for future needs.

SCOPE

The Manager, Talent Acquisition reports to the Director, Talent and Organizational Development and is located in Yellowknife. The Manager supervises and manages the work of eight positions: two program specialists, three HSS Employee Transition Coordinators, a Strategic Recruitment Specialist, a Marketing and Promotion Specialist, and a Physician Recruitment Specialist.

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłı̨chʼı̨ regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. Health and social services includes the full range of primary, secondary and tertiary health services and social services including family services, protection services, care placements, mental health, addictions, and developmental activities, delivered by more than 1,400 health and social services staff.

While the Tłı̨chʼı̨ Community Services Agency (TCSA) will operate under a separate board and Hay River Health and Social Services Agency (HRHSSA) will in the interim, the NTHSSA will set clinical standards, procedures, guidelines and monitoring for the entire Northwest



Territories. Service Agreements will be established with these boards to identify performance requirements and adherence to clinical standards, procedures, guidelines and policies as established by the NTHSSA.

Under the direction of the Minister of Health and Social Services, the NTHSSA is established to move toward one integrated delivery system as part of the government's transformation strategy.

The Manager, Talent Acquisition plays an important role in identifying, developing, implementing, supporting, and managing strategic initiatives in the recruitment of HSS professionals. The position aligns HSS strategic recruitment efforts and needs with the goals of the HSS System, which includes all three health authorities. Based on the ongoing evaluation of programs and workforce data collection and analysis, the Manager provides advice and recommendations on recruitment and retention program development and delivery of hard to fill positions, and marketing and promotion initiatives. Additionally, through the HSS Employee Transition Coordinators, this position oversees the successful transition of new and relocating HSS professionals and their families transition within the Northwest Territories Health and Social Services System (HSS System), assisting new staff to bridge the gap in the transition process from their time of hire until their successful move into their position.

The recruitment and retention of a HSS workforce is essential to the effective delivery of HSS programs across the NWT. The HSS System employs approximately 30% of the GNWT workforce with a majority of whom are in specialized HSS occupations. There are challenges associated with the recruiting and retaining a full complement of HSS professionals in the HSS System, including:

- 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 Manager, Talent Acquisition continually monitors and develops options for new initiatives and programs, monitors the effectiveness of initiatives and programs, and recommends changes to existing and new programs that addresses the emerging trends and issues in HSS recruitment.

In order to facilitate the in-depth planning and analysis required, the Manager must develop and maintain knowledge of the current and future human resource needs of the HSS System, and the Canadian and international health and social services professions and systems. This knowledge is gained through the collection, maintenance, and analysis of data. The position also manages the development and implementation of changes and new programs related to the HSS System's human resource framework and plans.



Challenges for the Manager, Talent Acquisition is to increase the availability of qualified individuals for positions within the public service by developing territorial, national and in some cases international recruitment strategic initiatives to attract potential applicants to specific HSS occupations. The major challenge of the position is the need to continually identify new strategies, initiatives and programs that will result in HSS professionals viewing the GNWT/public service as an employer of choice while at the same time evaluating existing programs to ensure they are accomplishing their goals and objectives.

The areas of strategic focus for the Manager, Talent Acquisition will include system wide approach to; succession and workforce planning; recruitment and retention metrics and analysis; specialized recruitment; Aboriginal recruitment; successful engagement of employees transitioning into the HSS System, and youth and student interest in health and social services.

The Manager provides expert advice and recommendations to management on HSS recruitment initiatives and programs. The Manager, Talent Acquisition works closely with the senior management team and managers in the HSS System as well as with staff in other GNWT departments, boards, and agencies as required.

The Manager works in accordance with all relevant guidelines, acts, regulations policies and procedures.

RESPONSIBILITIES

1. Plans and manages the development and monitoring of recruitment, marketing, and promotion strategies, programs and resources that support the human resource needs in the NWT HSS System.

- Leads the development, implementation and evaluation of HSS System wide human resource recruitment programs.
- Develops initiatives to improve the design and implementation of HSS specific strategic recruitment programs.
- Oversees the development and maintenance of program policies, guidelines and procedures to increase the effectiveness of programs.
- Oversees the development of tools and resources of programs and initiatives.
- Designs and monitors training strategies to improve the skill levels of staff delivering or supporting recruitment initiatives and programs.
- Develops policies, procedures and guidelines to provide effective and uniform program administration and delivery.
- Participates in the development of broad scale strategic plans to enhance effective HSS recruitment and retention.
- Facilitates the completion of program evaluations.



- Develops measurement instruments to assess program effectiveness.
- Provides advice and support to HSS staff on program delivery, policy and procedures.
- Analyses the efficiency and effectiveness of programs.
- Oversees the Practice NWT website and Facebook page.
- Ensures the creation of effective promotional campaigns related to trends and emerging needs in HSS recruitment and retention.
- Monitors the results and impact of marketing and promotional efforts and takes action to address shortcomings.

2. Manages and coordinates the HSS System human resource planning process for all systems and programs (related to the division's mandate)

- Directs and coordinates the collection and analysis of social, demographic and related information.
- Ensure the division's strategic plan is up-to-date and consistent with HSS System and government priorities.
- Provides strategic HSS System human resource planning advice and ensure that the planning processes are coordinated with other HSS System divisions (i.e. Policy and Corporate Planning).
- Directs research and analysis on key indicators across divisional program areas.
- Plans and manages a research agenda on key indicators, trends and forecasting.
- Develops and maintains a schedule of specialized reports.
- Develop and implement system wide workforce planning to recruit and retain HSS professionals especially in the hard to fill positions while ensuring alignment with the HSS System vision.

3. Oversees the creation and delivery of programs and initiatives supporting the transition of new and relocating health and social services professionals and their families within the HSS System.

- Oversees the development and implementation of strategies and transition initiatives to fulfill HSS System needs.
- Manages the implementation of transition strategies and programs.
- Coordinates with internal and external stakeholders to ensure overall integration of transition programs and initiatives within the HSS System, and with NWT communities and community programs.
- Ensures programs and initiatives are consistent with the mandate of the HSS System HR Plan.
- Develops initiatives to improve the design and implementation of HSS specific strategic employee transition programs and initiatives.
- Oversees the development and maintenance of program policies, guidelines and procedures to increase the effectiveness of programs.
- Oversees the development of tools and resources of programs and initiatives.



- Designs and monitors training strategies to improve the skill levels of staff delivering or supporting transition initiatives and programs.
- Develops policies, procedures, and guidelines to provide effective and uniform program administration and delivery.
- Participates in the development of broad scale strategic plans to enhance effective HSS employee transitioning.
- Facilitates the completion of program evaluations.
- Develops measurement instruments to assess program effectiveness.
- Provides advice and support to HSS staff on program delivery, policy, and procedures.
- Analyses the efficiency and effectiveness of transition programs.

4. Directs research and analysis to inform and assist in the monitoring and forecasting of key indicators of success.

- Directs the research, evaluation and development of valid, reliable and usable outcome indicators for monitoring success across the division's program areas.
- Directs the development of valid, reliable and usable benchmarks for measuring progress and evaluating programs.
- Directs the design of models to provide trend analysis and forecasting on variables and indicators related to program areas.
- Directs the design to models to forecast emerging needs and shifting demands across all program areas.
- Develop valid, reliable indicators and models.

5. Provides continuous assessment and evaluation of programs and services delivered by the division and develop recommendations improvement to enhance effectiveness.

- Develops and implements a comprehensive framework for program evaluation, forecasting and reporting.
- Evaluates, assesses, and monitors current, ongoing programs and recommends any changes.
- Analyze recruitment and retention needs, monitor changes in the work environment and/or strategic direction to define current and evolving work requirements to be met by HSS employees.
- Design and implement evaluation mechanisms to assess the effectiveness of strategies and programs.
- Manage the preparation of regular program status reports.
- Manage and administer contracts, contribution agreements, and other financial documents to programs and initiatives.



- Establishes related and maintains processes to measure and evaluate the effectiveness of recruitment and retention to ensure it is meeting the established goals and objectives.
- Provides advice on HSS human resource programs and evaluates their effectiveness.
- Provides strategic and relevance to HSS System plans and priorities.
- Provides advice and recommendations on improvements to programs to ensure the programs meet HSS System objectives.

6. Monitors, measures, and reports on recruitment strategies.

- Develops standards and audit criteria to measure job recruitment effectiveness and efficiency.
- Measures and documents achievements in relation to defined performance targets and metrics.
- Monitor and report on key indicators for HSS recruitment and retention.
- Tracks and reports on costs related to implementation of strategies.
- Creates system reports/downloads as required utilizing Peoplesoft HRIS.
- Develops and maintains a report that outlines results obtained.

7. Leads the collection, maintenance, and analysis of data necessary for overall planning and measurement of HSS System recruitment and retention goals.

- Manages environmental scans to forecast broad trends that will have an impact on HSS System programs.
- Implements an integrated system for all information management related to HSS human resource management.
- Systematizes the flow of data and information by identifying gaps and barriers, and identifying and recommended efficient solutions.
- Collaborates with colleagues responsible for data sources to ensure the integrity and compatibility of data.

8. Researches, plans, develops, and monitors the delivery of programs aimed at enhancing recruitment of current and future HSS professionals.

- Leads the process for consultation with management and employees to identify human resource needs, linking them with service requirements.
- Ensures cooperation with HSS partners to share knowledge and expertise, and to provide advice and guidance on implementation.
- Advises managers and other staff on program implementation, procedures, strategies, techniques and resources.
- Leads the planning process for new programs or initiatives.
- Develops, delivers and revises recruitment programs.



- Researches and maintains expertise in the area of HSS recruitment programs to be able to make recommendations with respect to future needs.
- Ensures programs are effectively implemented and supported by providing advice and ensuring the appropriate tools are in place.
- Monitors and evaluates programs against goals and objectives.
- Contributes to the HSS System internal and planning process.

9. Manages resources and planning for the unit

- Establishes workplans
- Manages the unit budget and the monthly variance reports.
- Manages ongoing performance planning with staff.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual demands.

Sensory Demands

No unusual demands.

Mental Demands

No unusual demands.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of workforce planning principles and processes.
- Knowledge of program planning, development and evaluation.
- Knowledge of regional, territorial, national and global issues related to the recruitment and retention of health and social services professions.
- Knowledge of human resource recruitment and retention principles, practices and strategies.
- Proven oral and written communication skills.
- Proven client service orientation skills.
- Proven critical and analytical thinking and research skills.
- Problem solving and organization skills.
- Time management skills.
- Ability to research, analyze, synthesize, and organize internal and external data/patterns.



- Ability to manage projects and contracts.
- Ability to work effectively with diverse personalities, cultures, and interests.
- 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.
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Typically, the above qualifications would be attained by:

Successful completion of a Bachelor's Degree in Social Sciences, Business, or Human Resources or equivalent combined with five (5) years of progressive experience in Human Resource Management, Marketing or Analysis, and two (2) years of management 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