



IDENTIFICATION

| Department | Position Title | |
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| Northwest Territories Health and Social Services Authority | Manager, Strategic Learning and Talent Development | |
| Position Number | Community | Division/Region |
| 48-14585 | Yellowknife | Talent and Organizational Development/HQ |

PURPOSE OF THE POSITION

The Manager, Strategic Learning and Talent Development (SLTD) provides strategic leadership to build and sustain a high-performing, resilient workforce across the Northwest Territories Health and Social Services (HSS) System. This includes overseeing system-wide initiatives in employee learning, development, engagement, wellness, and retention, ensuring alignment with organizational priorities, territorial legislation, departmental policies, and Accreditation Canada standards.

As a senior subject matter expert, the Manager designs and implements workforce strategies that foster long-term capability, cultural transformation, and operational readiness, directly supporting the delivery of high-quality care and services. The role demands complex problem-solving and innovative thinking to address evolving workforce needs across a dynamic and complex Territorial HSS System, which includes the Department of Health and Social Services (DHSS), Northwest Territories Health and Social Services Authority (NTHSSA), Hay River Health and Social Services Authority (HRHSSA), and the Tłıchq Community Services Agency (TCSA).

SCOPE

Reporting to the Director, Talent and Organizational Development and based in Yellowknife, the Manager provides strategic oversight to a growing, multidisciplinary team of eight staff. This team delivers system-wide programs and initiatives in employee engagement, leadership and organizational development, training and development, eLearning, learning management technology, and employee health and wellness.

This position operates at a leadership level involving strategic leadership, cross-functional influence, complex problem solving, innovation, and significant resource management. The



Manager is accountable for the oversight and effective allocation of a territorial budget that supports workforce training, development, engagement, and wellness initiatives. This includes management of the Learning Management System (LMS), administration of continuous learning funds, and implementation of programs that enhance workforce capability, retention, and system performance.

The Manager collaborates with leaders across regions and disciplines to integrate talent strategies with broader HSS System priorities. As a senior advisor, the Manager leads long-term workforce planning, succession strategies, cultural change efforts, and the development of performance metrics—ensuring alignment with strategic values such as equity, inclusion, and employee well-being, while supporting a sustainable and high-performing health and social services workforce.

The NTHSSA is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of the Hay River and Tlicho regions, and was established to move toward one integrated delivery system as part of the government's transformation strategy. Health and social services include the full range of primary, secondary and tertiary health and social services.

Health and Social Services includes the full range of primary, secondary and tertiary health and 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 Tłı̨chǫ Community Services Agency (TCSA) will operate under a separate board and the Hay River Health and Social Services Agency (HRHSSA) will also operate under a separate board 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.

The Department of Health and Social Services (DHSS) plays an important role in the connectivity between the NTHSSA, the TCSA, and the HRHSSA because it establishes the common policy framework and common standards for the entire system. Operational consistency and collaboration across these three authorities are required to provide a quality, integrated Health and Social Services system for the NWT. The Talent and Organizational Development Division is the key directorial for the HSS System by establishing and being accountable for the Health Human Resource Plan and Recruitment and Retention Strategies for the entire system.

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



strategy. As part of this transformation, the HSS System has established two executive structures to support integration and alignment of the NWT HSS system. The Cross System Leadership Committee (CSLC) is representative of executive level management (Assistant Deputy Ministers and Executive Directors) from the Department of Health and Social Services and the three NWT authorities. The CSLC is focused system-level workforce and operational processes for the NWT HSS System and the performance results they yield. The CSLC reports to the DM/CEO forum which is focused on the strategic advancement of the HSS System by providing direction and leadership to improve the quality of health and social care service delivery to NWT residents.

The Talent and Organizational Development Division is accountable to the NWT HSS System's Cross System Leadership Committee and CEO/DM forum. The Division is accountable and must lead the overall health and social services system workforce planning, as well as develop and implement a human resource framework and action plan so that the HSS System has the people and talent it needs to deliver health and social services effectively to the people of the NWT.

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 Talent and Organizational Development Division ensure programs are developed in collaboration with the HSS System, boards, agencies, associations and regulatory bodies of health professions, identifying priorities and best practices to meet professional standards, personal and professional growth and the retention of employees within the HSS system in the NWT.

The Manager leads workforce planning, goal setting, and performance development within the team, establishing and monitoring operational plans that align with broader HSS system objectives. A positive, values-driven team culture is fostered to support strategic priorities and sustain high performance.

This position carries out its responsibilities in accordance with GNWT acts, regulations, policies. Planning and program development must be in accordance with the terms of any agreements reached with unions/employee groups.

On-going collaboration with the Department of Finance - Human Resources Branch, other government departments, professional associations, and academic partners is required to support success.



RESPONSIBILITIES

1. Drive System-Wide Workforce Development Strategies

Design and implement long-term Health Human Resources (HHR) strategies that enhance organizational capability, drive cultural transformation, and ensure a resilient, sustainable workforce across the NWT Health and Social Services System.

- Lead the development and execution of integrated workforce strategies that address long-term capability building, system sustainability, and operational resilience.
- Engage leadership and external stakeholders to co-develop impactful workforce development strategies.
- Translate complex health human resource (HHR) trends into actionable plans to address gaps in retention, succession, and workforce continuity.
- Advance EIDAR (Equity, Inclusion, Diversity, Accessibility, Reconciliation) principles and cultural safety through enterprise-wide workforce initiatives.
- Align talent strategies with Accreditation Canada standards, territorial legislation, and national HHR priorities.
- Champion transformation by embedding learning and workforce development into system-wide planning and service delivery.

2. Strategic Leadership and Organizational Culture

Provide system-wide strategic leadership to foster a values-based culture of continuous learning, inclusive leadership, and organizational excellence across the NWT Health and Social Services System.

- Lead the design and implementation of employee learning, leadership development, retention, and cultural transformation strategies aligned with HSS System goals and values.
- Serve as a senior advisor on organizational development, succession planning, and equity-driven workforce practices that build long-term capacity and system resilience.
- Advance a system-wide leadership development framework that integrates LEADS competencies and supports both emerging and established leaders.
- Design and deliver competency-based leadership programming, executive coaching, and high-potential talent development initiatives across leadership tiers.
- Define and monitor success metrics, including leadership pipeline growth, engagement, and retention outcomes.
- Co-develop workforce development strategies with leadership and external partners to ensure strategic integration and shared accountability for system performance.

3. Oversee Learning, Development & eLearning Infrastructure

Provide strategic oversight of Health Human Resources (HHR) learning systems and staff development initiatives, ensuring alignment with organizational goals, digital innovation, and leadership succession planning across the HSS system.



- Provide strategic leadership and operational oversight of a multidisciplinary team delivering employee training, succession planning, and LMS operations.
- Lead the implementation, governance, and continuous enhancement of digital learning platforms, ensuring accessibility, integration, and innovation.
- Develop and maintain policies and standards that govern learning, development, and workforce capability across the HSS system.
- Ensure programs align with adult learning best practices, regulatory and clinical standards, and future workforce needs.
- Build and maintain strategic partnerships with academic institutions to support training, research, and joint development initiatives.
- Align development priorities with funding programs and benchmark initiatives against national and regional comparators to ensure relevance and sustainability.

4. Lead Employee Engagement, Wellness, and Retention Programs

Develop and implement integrated HHR engagement, wellness, and retention strategies that foster a healthy workplace culture, enhance the employee experience, and strengthen workforce stability.

- Design and deliver system-wide engagement and wellness strategies that enhance the employee experience and foster a resilient, high-performing culture.
- Use organizational diagnostics (e.g., surveys, focus groups, exit data) to inform continuous improvement of retention strategies.
- Build psychologically safe workplaces through proactive mental health, well-being, and equity-focused initiatives.
- Address occupational risk and burnout by aligning workforce wellness initiatives with operational, regulatory, and accreditation standards.
- Support change readiness through transparent communication and inclusive decision-making.

5. Advance Talent Engagement, Mentorship, and Performance Culture

Drive strategic programs that foster employee engagement, growth, and accountability across the HSS System.

- Oversee the design and implementation of territorial mentorship initiatives to support staff onboarding, skill development, and leadership succession.
- Lead the development of system-wide recognition programs that align with organizational values and promote retention, morale, and high performance.
- Support the integration of performance management frameworks that reinforce continuous feedback, role clarity, and professional growth.
- Align engagement, recognition, and performance strategies with organizational development goals and strategic health human resources planning.
- Provide expertise in change management and cultural transformation to embed practices that build trust, accountability, and excellence.



6. Manage Resources and Allocate Strategic Budgets

Lead the strategic planning and stewardship of financial, human, and contractual resources to optimize the delivery of talent development and workforce sustainability initiatives across the HSS system.

- Oversee the Strategic Learning and Talent Development budget and associated financial planning to ensure efficient, outcomes-driven use of resources.
- Manage multiple program funding sources, including cost recovery mechanisms, and align resource allocation with workforce development goals.
- Lead procurement processes, negotiate service agreements, and monitor vendor and contractor performance to ensure value and alignment with strategic priorities.
- Ensure financial accountability and transparency for training, development, engagement, and wellness investments across the system.
- Conduct regular variance reporting and financial risk analysis to inform budget adjustments and maintain fiscal responsibility.
- Align budget decisions with metrics, evaluation findings, and system-wide priorities to maximize long-term impact.
- Identify and secure external funding opportunities to expand workforce development capacity.
- Report on financial stewardship, strategic alignment, and workforce impact to senior leadership and governance bodies.

7. Advise Leadership on Workforce Planning and Organizational Performance

Serve as a senior advisor on Health Human Resources planning, succession strategies, and workforce performance to ensure system-wide sustainability, innovation, and service excellence.

- Act as a senior advisor on workforce forecasting, strategic planning, and performance improvement.
- Support executive decision-making with data-driven insights, risk analysis, and system-wide workforce indicators.
- Lead scenario planning and consultation processes to anticipate future emerging leadership, leadership, and cultural transformation needs.
- Embed HHR performance metrics into organizational dashboards, planning tools, and continuous improvement frameworks.
- Facilitate talent pipeline planning and succession strategies to ensure leadership continuity and capability.

8. Enable Cross-Functional Collaboration and Innovation

Build cross-jurisdictional partnerships and lead HHR innovation initiatives to support change management, inclusive leadership, and the advancement of integrated workforce strategies across the HSS system.

- Serve as an internal consultant and coach to HSS leaders in managing change, building



team capacity, and advancing inclusive leadership practices.

- Foster innovation by integrating best practices, technologies, and system-level insights into organizational learning.
- Build cross-jurisdictional partnerships with Indigenous governments, health authorities, educational institutions, and professional bodies.
- Co-lead initiatives that embed innovation, equity, and responsiveness into learning systems and workforce planning.
- Facilitate knowledge exchange and community of practice development across sectors and regions.
- Uphold and consistently practicing personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace. Practice and ensure that any subordinate management and supervisory roles also prioritize staff mentorship and on-the-job training, including staff development in annual general objectives.

WORKING CONDITIONS

Physical Demands

No unusual physical demands

Environmental Conditions

No unusual conditions.

Sensory Demands

Normal office environment

Mental Demands

No unusual mental demands

KNOWLEDGE, SKILLS AND ABILITIES

- Demonstrated strategic leadership and innovation in workforce development, employee engagement, and health human resources planning.
- Proven leadership skills with the ability to coach, influence, and mobilize individuals and teams toward organizational goals.
- Knowledge of adult education principles, instructional design, and digital learning technologies, including Learning Management Systems (LMS).
- Proven knowledge of, and ability to apply, best practices in human resource strategy and talent development programs.
- Financial and operational acumen, including experience with budgeting, cost recovery, variance reporting, and funding allocation.



- In-depth understanding of Accreditation Canada standards related to staff competency, continuous improvement, and quality care.
- Project management, communication, facilitation, and interpersonal skills, with the ability to build trusted relationships at all levels.
- Skilled in stakeholder engagement, change management, and internal consulting to support system-wide development and cultural transformation.
- Proficient in data analysis, evaluation, and performance measurement to inform workforce strategy and policy development.
- Proven client service focus and critical thinking skills, with the ability to anticipate needs and see the broader system perspective.
- Commitment to equity, inclusion, diversity, accessibility, and reconciliation (EIDAR) in the design and delivery of workforce initiatives.
- Working knowledge of the LEADS in a Caring Environment leadership capabilities and their practical application within the healthcare system.
- 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:

Successful completion of a Bachelor's degree in Human Resource Management, Business Administration, or a related field, with a minimum of 5 years of progressively responsible experience in Human Resource Management, including at least 1 year in a management or supervisory role, preferably within health care or the public sector.

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