



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Program Specialist	
Position Number	Community	Division/Region
48-16306	Yellowknife	Talent and Organizational Development/HQ

PURPOSE OF THE POSITION

The Program Specialist is responsible for planning, researching, designing, and implementing strategies and programs aimed at assisting the Health and Social Services (HSS) System in recruiting, retaining, and developing qualified employees for the HSS System.

SCOPE

The Program Specialist (Specialist) reports directly to the Manager, Talent Acquisition and is located in Yellowknife.

Recruitment and retention of Health and Social Services (HSS) professionals is a constant challenge in the NWT due to many HSS professionals expected to retire within ten years, competition for HSS professionals nationally and internationally, fiscal restraints, socio-economic realities, and the vast geographic remoteness of the Northwest Territories (NWT). Innovative and targeted initiatives and programs are essential to ensure the HSS system has the capacity to deliver health and social services throughout the territory today and in the future.

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services in the NWT, with the exception of Hay River and Tłıchʔ 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 Tłıchǫ 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 NWT. 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 (HR) 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 DHSS 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 Specialist assesses long and short-term human resource needs in order to develop the appropriate strategic initiatives and programs to address those needs. The Specialist develops and manages a variety of initiatives and programs designed to enhance the recruitment and retention of current and future HSS professionals within the HSS System.

The Specialist integrates data collected and analyzed when assessing and developing strategic initiatives and programs, including occupation, region, and job specific recruitment strategies.

The position also supports and coordinates the development and implementation of workforce planning support within the division and the HSS system.

The position ensures activities are effectively planned, organized and delivered in keeping with GNWT and Health and Social Services acts, policies, procedures and guidelines, and establishes and maintains effective communication linkages and works with staff within the division, across the HSS system and with internal and external stakeholders.

RESPONSIBILITIES

1. Workforce Planning and Recruitment and Retention Strategies and Programs.

- Collaborates with and provides strategic advice to Hiring Managers and Senior Management Teams to identify long-term and short-term workforce needs.
- Proactively develops strategies and provides advice, analysis and information towards the development and implementation of appropriate recruitment and retention initiatives to fulfill departmental needs.
- Plans, communicates, and project manages the implementation of attraction, recruitment, and retention strategies and programs.
- Maintains current knowledge of national and international labour markets, relevant legislation, and best practices.
- Provides best practice advice on recruitment and selection practices to hiring managers.
- Provides advice and direction on the development and implementation of initiatives that support the overall GNWT direction on affirmative action/employment equity and a representative workforce.

2. Talent Acquisition and Retention Strategies and Programs.

- Ensures consistency, coordination, and a common theme and brand within strategies and programs that assist and support with the development and implementation of talent acquisition, recruitment, and retention programs to ensure regular feedback between employee, students/youth, and supervisors.
- Leads the preparation of talent acquisition and recruitment plans and programs to address HSS System needs.
- Develops strategies and provides analysis and advice towards the implementation of subsequent programs aimed at identifying high potential employees, recommending appropriate development opportunities, and ensuring accountability for follow-through.
- Provides best practice information on setting priorities for training and development.
- Identifies development opportunities across the HSS System.
- Develops appropriate tools to ensure appropriate documentation of performance feedback and goals as well as development plans.
- Provides best practice advice on training and development approaches.

3. Collaboration and relationship management.

- Liaises with internal stakeholders to ensure overall integration of performance and talent acquisition programs and initiatives.
- Provides strategic HR advice to employees, students/youth, and management as necessary.
- Provides regular guidance and advice on career development to client groups.
- Analyzes talent acquisition and related metrics to evaluate programs and provide recommendations for improvements.
- Assists with the development and implementation of initiatives supporting the attraction of diverse and a representative workforce in the HSS System.
- Maintains and supports communication plans and objectives consistent with the HSS System HR Plan.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

No unusual demands.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge and application of human resource best practices in the area of talent acquisition, recruitment, and program development.
- Knowledge of, and/or the ability to acquire knowledge relating to human resource practices in a unionized, public service work environment.
- Knowledge of HSS System, territorial, and national labour market challenges, opportunities, and initiatives.
- Knowledge of territorial labour and employment legislation.
- Skilled in the development and implementation of talent management projects.
- Project management skills.
- Ability to apply knowledge relating to large organizational structures, environment, culture, and business strategies.
- Written, oral, and interpersonal communication skills.
- Analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Team orientation and ability to effectively collaborate with others.

Typically, the above qualifications would be attained by:

A Bachelor's degree in Social Sciences, Business, Human Resources, or equivalent, and a minimum of four (4) years of progressive work experience in human resources, program development, or workforce planning. Equivalencies will be considered.

ADDITIONAL REQUIREMENTS

Position Security

- ☐ 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