



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Programs Officer	
Position Number	Community	Division/Region
48-17092	Yellowknife	Talent and Organizational Design/ Beaufort Delta

PURPOSE OF THE POSITION

This position provides program delivery services that assists the Manager of Talent Acquisition, Program Specialists, and the Marketing and Recruitment Specialist in ensuring the attraction, recruitment, and retention of qualified and capable health and social services professionals within the Northwest Territories Health and Social Services System (HSS System).

SCOPE

Reporting to the Manager, Talent Acquisition, this position is responsible for the provision of program delivery services in the areas of attraction, recruitment, employee transitioning, and retention of health and social services professionals.

The position must provide services that allow the unit to meet the general service standards established across the HSS System, while following all GNWT Acts, regulations, guidelines, policies, procedures, service agreements, and applicable Collective Agreements.

RESPONSIBILITIES

1. Talent Acquisition, Recruitment, and Retention Programs.

- Ensures the effective delivery of programs including, but not limited to, the NWT Health and Social Services Bursary, REACH, and HSS Employee Transition Programs.
- Supports the development and implementation of recruitment plans and strategies to address HSS System needs.
- Contributes to identifying high-potential employees, recommending development opportunities, and ensuring accountability for follow-through.
- Ensures consistency and coordination in talent acquisition strategies, promoting regular feedback between employees, students/youth, and supervisors.
- Advises management on the use of programs to support HSS System priorities and the NWT HSS System People Strategy/HR Plan.



- Guides clients through accessing HSS System programs and preparing necessary documentation.
- 2. 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.
 - 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 NWT HSS System HR Plan / People Strategy.
- 3. Facilitates the HSS Employee Transition Program within the HSS System by providing advice and information on GNWT and Departmental policies.**
- Guides managers and staff in developing and implementing effective transition plans for new and relocating employees and their families.
 - Leads the development of tools and advice for managers and clients in developing effective transition tools, documents, and procedures.
 - Co-ordinates activities associated with transitioning new and relocating employees and their families.
 - Maintains current information on Northwest Territories communities, services, and accommodations.
- 4. Gathers, organizes and compiles regular statistics and monthly reports.**
- Prepares reports on statistics for programs and program activities, new hires, and other related issues as needed or as part of the regular monthly reporting.
 - Prepares letters, reports, briefing notes, and other HR related documentation.
 - Proactively provides advice, analysis, and information on the continuous improvement of programs to fulfill HSS System needs.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual demands.



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 within and outside NWT to hospitals, health care centres, and various social settings, including career fairs and professional events.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge and application of human resource best practices in talent acquisition, recruitment, and program development.
- Knowledge of Northwest Territories communities, organizations, businesses, etc.
- Understanding of the GNWTs organization, environment, culture, and business strategies with the ability to understand, recognize and/or anticipate concerns or problems that will ultimately affect the GNWTs ability to attract, retain and motivate employees.
- Client service orientation.
- Organizational and time management skills.
- Interpersonal and relationship building skills.
- Written and oral communication skills.
- Problem-solving abilities.
- Ability to work flexible work schedules including evening and weekend support as required.
- Work ethic (reliable) with “can do” and collaborative attitude.
- Attention to detail with the ability to prioritize and handle multiple tasks at once.
- Skilled in the development and implementation of talent management projects.
- Ability to communicate, both orally and in writing, with managers, technical staff, and other employees.
- Ability to troubleshoot, identify improvements, and make simple decisions independently.
- 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 a two-year post-secondary education related to Human Resource Management, Marketing, Public or Business Administration, Hospitality and Tourism Management, or a related field, and two years of related experience.



Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Class 5 Drivers license required.

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