



IDENTIFICATION

Department	Position Title	
Health and Social Services	Senior Planning and Performance Analyst	
Position Number	Community	Division/Region
49-10751	Yellowknife	Corporate Planning, Reporting, and Evaluation / HQ

PURPOSE OF THE POSITION

The Senior Planning and Performance Analyst is responsible and accountable for managing system-wide strategic and business planning. This position is also responsible for program evaluation and performance measurement and reporting functions. These activities are undertaken in a collaborative context throughout the Department, and in consultation and cooperation with the Health and Social Service Authorities (HSSAs) and external delivery partners.

The Senior Planning and Performance Analyst is responsible for ensuring evidence based best practices for all recipients of Health and Social Services (HSS) in accordance with legislation, regulations, Government of the Northwest Territories (GNWT) standards and processes for the entire Northwest Territories (NWT). This is achieved through timely production of annual business plans and strategic plans to guide the development and delivery of health and social services for the people of the NWT, the establishment of an ongoing evaluation process and the regular measurement of the performance of the health and social services system to ensure its effectiveness and efficiency, and result-oriented reports on achievement and progress across the health and social services system.

This position also leads in building a corporate culture of program evaluation across the HSS system.

SCOPE

Located in Yellowknife, the Senior Planning and Performance Analyst (Analyst) reports to the Manager of Planning, Reporting and Evaluation (Manager) and is accountable to them, as well as to Directors within the Department and the Authorities that they are assigned to support. This position often needs to work in a complex matrix management environment and



consequently will also work closely with Departmental senior managers and senior managers of the 3 Authorities. This position is also accountable for overseeing and managing the work of any consultants/experts engaged by the Department to carry out planning and evaluation projects.

In collaboration with the Manager, the Analyst leads in the development of annual business plans for Health and Social Services, reflecting a budget of over \$400M and reflecting over 1,300 full time positions. The Analyst carries out strategic planning activities aimed at establishing priorities and overall direction and medium to long-term goals and objectives for health and social services throughout the NWT. The incumbent is also responsible for carrying out system-wide accountability and performance reporting.

The incumbent is often required to provide services and make recommendations that impact on the budgets and sustainability of programs and services across the HSS system, non-government organizations, Indigenous governments and other GNWT Departments. The results of the incumbent's work are presented to and relied on for decision-making by HSS policy and program staff, the Deputy Minister and the Minister.

The incumbent is required to design and lead on monitoring, evaluation and accountability plans for a broad array of HSS programs, strategic frameworks and policies. This requires in-depth knowledge of HSS programs, strategies, services and policies.

The incumbent acts as project manager by leading staff, managing contracted resources and contracts, managing project budgets, and supervising casual evaluation staff to ensure the effective and efficient delivery of large scale monitoring and evaluation plans across a number of programs and services.

The duties of the position are carried out in accordance with the evaluation ethics and standards outlined by the Canadian Evaluation Society (CES); departmental goals, strategies and policies; and Territorial legislation.

One significant challenge faced by governments is that mainstream organizations, like health and social services, cannot be separated from the legacy of colonialism and anti-Indigenous racism in Canada. In health and social services settings, present day anti-Indigenous racism or systemic racism, impacts access to services, quality of care, and health outcomes for Indigenous peoples. This also results in a system that inherently privileges the ideas, needs, and norms of the dominant white settler population, including the privileging of western knowledge over Indigenous approaches and ways of knowing.

The HSS system is committed to addressing anti-Indigenous racism and promoting cultural safety and anti-racism. DHSS staff are expected to honor and promote a culturally safe and



anti-racist environment at all times and to interact with clients, families, community members, partners, and colleagues in a relationship-based approach. This involves being tactful, respectful, self-aware, and humble in order to develop and maintain ongoing and trusting relationships.

The need for accuracy, diplomacy, timeliness and political sensitivity is expected due to the nature of the work and availability to significant public and political scrutiny.

The incumbent is routinely involved in several projects simultaneously, which requires prioritization of work to meet competing demands. The incumbent deals with senior officials in a variety of organizations on sensitive issues where there are frequently changing priorities, conflicting interests and differing perspectives.

RESPONSIBILITIES

- 1. Prepares annual reporting for the Department to ensure all legislative and accountability requirements are met.**
 - Provides leadership and support to the HSS system in meeting accountability requirements.
 - Supports and guides the regular review of the HSS Accountability Framework to ensure continued relevance and feasibility for HSS system stakeholders
 - Drafts the Annual Report for tabling in the Legislative Assembly. This includes the development of a Cabinet information item, communications plan, Minister's briefing material and key messages.
- 2. In collaboration with the Director and Manager, leads system-wide strategic planning activities to ensure that the HSS system is responsive to the needs of the residents of the NWT.**
 - Develops proposals with a methodology and cycle, for a regular review and revision to the system Strategic Plan, for consideration by management.
 - Solicits and incorporates management's input into the business plan.
 - Assists in the development of initiative submissions to Cabinet and Financial Management Board.
 - Develops and coordinates ongoing updates of system-wide strategic frameworks and action plans.
- 3. Leads on monitoring, reviewing, and evaluating initiatives within the Department and Authorities to ensure evidence informed practices and resource allocation decisions.**



- Oversees the development, maintenance and improvement of Monitoring, Evaluation and Accountability Plans for the Health and Social Services system to ensure continuous quality improvement and increased accountability
 - Provides strategic advice and recommendations from evaluation results to management to support decision making.
 - Provides expert advice to management regarding prioritizations of evaluation projects.
 - Identifies key performance indicators and recommends modifications to existing and proposed programs.
 - Conducts comprehensive evaluations of programs, strategic frameworks and policies. This includes projected budget/resource requirements and managing budgeted resources in the most efficient way to carry out required evaluation related activities.
 - Develops monitoring, evaluation and reporting mechanisms for use by the Department and Authorities; and assists them in compliance with data collection and reporting.
 - Develops and implements evaluation strategies using both quantitative and qualitative methods.
 - Provides strategic advice to projects that require analytical, interpretive, evaluative and constructive solutions to ensure the availability of accurate, valid, timely and useable information.
 - Designs and develops data collection systems and databases.
 - Ensures data integrity through the provision of a secure and organized data system.
 - Disseminates evaluation findings as appropriate in order to use information to make improvements i.e. inform ongoing planning and programming.
 - Reports results of evaluations, reviews and monitoring exercises to the appropriate officials.
- 4. Liaises with internal stakeholders to ensure monitoring and evaluation initiatives are carried out in an effective manner and in accordance with the evaluation ethics and standards outlined by the Canadian Evaluation Society (CES); departmental goals, strategies and policies; and Territorial legislation.**
- Advises on the development planning and interpretation of program and policy evaluations.
 - Identifies data and information deficiencies and recommends solutions.
 - Provides regular guidance and advice on evaluation frameworks, data collection and analysis and knowledge translation to program specialists.
 - Ensures scheduled monitoring, reviewing, and evaluative exercises are carried out in a collaborative and objective manner.
 - Maintains effective working relationships and rapport with key people in each of the Authorities, using a consultative approach.



- Develops and fosters positive working relationships, including establishing and maintaining open communications and liaising between Authorities and the Department.
 - Acts as the primary resource for Departmental and Authority staff by providing advice, support, and assistance in carrying out program reviews and evaluations.
- 5. Prepares performance measurement reports to meet legislated requirements and the Minister's commitment to improved accountability for the performance of the HSS system.**
- Makes recommendations for improvement based on ongoing review of best practices and research in support of system-wide results reporting.
 - Collaborates with departmental and authority staff in indicator development and selection for system-wide (community, region and territorial) performance reporting.
 - Develops and tests training materials on the Health and Social Services performance measurement system.
 - Performs data collection and reporting of performance indicators on an annual basis.
- 6. Leads the delivery of evaluation training in the Department and Authorities to build a culture of program monitoring and evaluation and continuous quality improvement.**
- Identifies training needs and opportunities.
 - Enhances monitoring and evaluation capacity in the Department and Authorities through the development and delivery of monitoring and evaluation training.
 - Coordinates with other Departments leading evaluation education and training.
 - Promotes monitoring and evaluation throughout the health and social services system.
- 7. Supports the department's participation in and contributions to interdepartmental initiatives through preparation of material, participation in working groups, and presentation of statistical and other data.**
- Represents the department in working groups and / or committees at the Territorial / Federal / Provincial level, as needed.
 - Liaises with external partners to ensure high quality, reliable information is collected, analyzed and reported.
 - Maintains professional working relationships with external partners.
 - Ensures monitoring and reporting on progress and achievement of the project teams and ensuring timely completion of projects.
 - Communicates outcomes of projects to Departmental and Authority representatives.



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 of evaluation including program design; performance measurement; and quantitative, qualitative and mixed methods research design.
- Knowledge of monitoring and program evaluation ethics and standards, including relevant legislation and an ability to apply it in a northern context.
- Knowledge of and/or the ability to acquire and apply knowledge of Departmental and Authority programs, guidelines, strategies, etc.
- Financial management skills, including project cost tracking and variance reporting.
- Project planning and management skills, including strong knowledge of best practices and GNWT policies.
- Skills relating to completing synthesis of mixed methods data and producing technical and summary reports.
- Ability to manage, collect, analyze and interpret complex information.
- Ability to use computers and related software such as databases, spreadsheets and word processing.
- Skills relating to statistical and/or financial software.
- Ability to communicate, both orally and in writing, with senior managers, technical staff, and other employees.
- Ability to work effectively with diverse personalities, cultures and interests.
- Ability to provide training, mentoring, and support to others in the Department to build professional capacity in the areas of performance measurement and program evaluation.
- Ability to organize and manage time while working under pressure in order to balance numerous demanding activities.
- Ability to employ diplomacy, tact, and good judgment in communicating internally and with other departments, and external stakeholders.

- 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:

A bachelor's degree in public health, business administration, related social science, or public administration and three (3) years of progressive program evaluation and strategic planning experience, that also includes experience in social science research methods; performance measurement; program review.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Attaining designation as a Credentialed Evaluator through the Canadian Evaluation Society is considered an asset.

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