



IDENTIFICATION

Department	Position Title	
Health and Social Services	Senior Advisor	
Position Number	Community	Division/Region
49-12933	Yellowknife	Directorate

PURPOSE OF THE POSITION

The Senior Advisor is accountable for providing strategic analysis and advice on major policy, program and operational issues affecting the Northwest Territories Health and Social Services System. The position is directly responsible for providing senior policy support services as well as providing co-ordination, facilitation and analysis services to the Deputy Minister of the Department of Health and Social Services.

This position has significant influence on the overall strategic direction of the department and decisions made regarding its annual operations and budget.

SCOPE

Located in Yellowknife and Reporting to the Deputy Minister (DM), the Senior Advisor contributes to the development of the new approaches to the government strategies, policies and program development related to the Department's programs and is accountable for strategic analysis and advice to the DM on major legislative, policy, program and operational issues affecting the Northwest Territories (NWT) Health and Social Services System (HSS System).

The Senior Advisor supervises the Directorate Advisor who assists them in providing these services for the Office of the Deputy Minister.

The Senior Advisor must carry out the responsibilities of the position recognizing the complexities, inter-relationships and diverse goals of the HSS System.

The NWT Health and Social Services System is comprised of the departmental structure and three Health and Social Services Authorities that deliver a complex array of programs and services; the Northwest Territories Health and Social Services Authorities (NTHSSA), the Hay River Health and Social Services Authority (HRHSSA), and the Tłıchǫ Community Services Agency (TCSA). The Department has primary accountability for the development of NWT-wide policy, legislation and strategies, that will guide operational policies, strategies, and detailed program plans for the NTHSSA, TCSA and HRHSSA.

The System directly employs over 1,800 staff members in a wide range of employment categories. The Department of Health and Social Services is the largest Department in the GNWT, with a budget of over \$522 million.

Health and Social Services Systems across Canada are facing dynamic and continual pressures related to cost escalation. Services in the Northwest Territories (NWT) are in a similar position. As a result, effort to focus on the cost management, efficiency and effective care are very important. These conditions must be balanced with the dispersed nature of the Territorial population and the unique aspect of the health and social status found in the NWT.

Since 2013, the NWT health and social services system has been engaged in a strategic renewal process. This began with System Transformation, a multi-year, community engagement-driven process to develop a model for an integrated health and social services system. The resulting changes to the system's governance structure have enabled a one-system approach, allowing for greater efficiency and integration while better respecting the unique contexts and strengths of the NWT's distinct regions and cultures.

Building off the results and momentum of System Transformation, the strategic renewal effort has now begun a process of Primary Health Care Reform to shift the system and its care models towards a team and relationship based approach that is driven through public participation, community feedback and data, and built on a foundation of trust and cultural safety. The legacies of colonization and residential schools have impacted Indigenous health outcomes and the way health and social services are delivered and accessed. Using a community development approach, we are changing the way we work with people and communities, at every level of the health and social services system, to enable public participation in priority setting, planning, and design that integrates the social determinants of health.

The Senior Advisor functions at the most senior level in the department and must possess a range of managerial, communications, analytical, public relations and diplomatic skills as well as sound knowledge of current and evolving Government of the Northwest Territories (GNWT) policies, programs, issues and developments. The incumbent coordinates a number of HSS System committees, interdepartmental/interagency subcommittees and interacts with other governmental agencies, community organizations and other stakeholders.

The Department's mandate, policy, program and legislative responsibilities are broad and affect a large and complex network of stakeholders. The DM requires the Senior Advisor to be involved on his/her behalf in extensive contact, consultation and negotiation with the Chief Executive Officers (CEO's) and Senior Managers at the Authorities, other departments and

agencies, the provinces/territories, representatives of Indigenous Governments and organizations, professional associations , various stakeholders and interest groups.

The effective fulfillment of the Department's mandate requires close cooperation and collaboration with Health and Social Services Authorities, professional associations, non-government organizations and other interested groups due to the need to combine resources to solve mutual problems, and to ensure that the programs and serves are neither fragmented nor redundant. This collaboration, along with ensuring public support is a major characteristic of departmental operations and program initiatives.

The Senior Advisor supports the Minister and the Deputy Minister in their lead roles with the Social Envelope Departments.

The Senior Advisor provides strategic advice to the Deputy Minister on many critical health and social services issues and initiatives. As well, the Senior Advisor assists in developing positions and approaches that reflect a very high level of political, financial and social sensitivity and responsiveness.

The Senior Advisor directs the development of briefing material, support documentation, agendas and program/policy issue summaries for use by the DM in meetings, committees, seminars and other gatherings chaired or attended by the DM. The Senior Advisor provides advice, guidance and interpretations to senior managers on the intent and purpose of action or other requests made by the DM and the Minister.

This position is the main point of contact for the Minister's office for the HSS System and the main contact for CEO's with the Department. The incumbent must be able to handle the additional responsibility of handling requests for information and direction on various issues that the Minister's office needs assistance with. The Senior Advisor is required to deal with, evaluate and assess the sensitivity, urgency, relevance and priorities of such requests, and/or consult with Senior Departmental and/or HSS System executives in the development of appropriate responses.

The Senior Advisor is also involved in the final reviews of complex submissions, policy papers, legislative proposals, issue summaries, reports, correspondence and information submitted to the DM from the Department's Divisions and from Health and Social Services Authorities. These reviews involve identifying and assessing any policy, legislative, financial and political implications or priorities, determining areas of overlap, contradiction or lack of internal consistency and coordination, and developing solutions for the Deputy Minister or appropriate senior manager.

The Senior Advisor is responsible for monitoring political developments and liaises with senior executives in other departments, central agencies and the Authorities to discuss and keep current with respect to a variety of health and social services, issues, events or trends of special concern to the Deputy Minister including those matters of particular urgency or political sensitivity. The Senior Advisor is responsible for ensuring the DM and the Minister receive

timely and relevant material and information that they require on a regular, ad hoc or urgent basis.

Another key challenge for the Senior Advisor involves identifying, analyzing and developing solutions to conflicts or overlaps in responsibilities between the departments and authorities, between divisions within the department as they pertain to departmental policy and program issues, new initiatives and major events. The Senior Advisor provides advice, guidance and interpretations to the Senior Managers at the Department and CEO's and Senior Managers at the Authorities on the intent and purpose of action or other requests made by the DM and the Minister, on Ministerial procedures and guidelines for the development and handling of formal documents and Cabinet/FMB submissions, and on the development of material requested by the DM.

The Senior Advisor serves as the focal point of access to or contact with the DM, and as such, determines the acceptability, relevance, urgency and priority of information or agenda topics for meetings or discussions with the DM. This requires the Senior Advisor to exercise the utmost tact, discretion and good judgment, particularly when dealing with senior public and private sector and elected officials on a wide variety of urgent, highly confidential, political or publicly visible policy and program issues.

The Senior Advisor's scope for personal initiative and freedom of action is considerable and is determined through the establishment and maintenance of confidence and trust with the DM, the ADM's, Senior Managers, CEO's and Senior Managers at the Authorities. Based on experience and the sensitivity to current policy and program issues, the Senior Advisor assesses a variety of conflicting problems and issues, determines which should be acted upon or referred to a division or region, and establishes the relative priorities and deadlines for the development of appropriate responses. Inaccurate or untimely decisions in this regard could have adverse or negative effects on the DM or the Minister and could result in a lack of credibility or public embarrassment.

The Senior Advisor coordinates and participates in meetings between the DM and the Minister, the DM and CEO's of the Authorities (CEO Forum) and the Cross -System Leadership Committee ADM/EXEC Director committee. They are a member of the Department's senior management team and Leadership Team (Executive Committee)..This requires the Senior Advisor to input directly into development of strategic directions for the Department, and to respond to major policy, legislative, program issues, positions and directions and to communicate information on decisions taken or action requests to be carried out, and to follow-up and report on status of such activities or actions. The Senior Advisor must also maintain currency with the priorities, decisions, and positions taken by SMC on a broad range of issues and anticipate any trends, directions or issues that may affect the policy, program or management activities of the department, the HSS System, and effectively advise the Deputy Minister, ADM's, Senior Managers within Department and Authorities.

The Senior Advisor manages the day-to-day operations of the Directorate, directly supervises the Directorate Advisor and manages the Directorate's annual budget (approximately \$716,000) on behalf of the Deputy Minister.

RESPONSIBILITIES

1. Providing strategic advice to the Deputy Minister on policy, program, and operational issues affecting the HSS System.

- Gathering critical information in order to provide expert advice and consultative services on all issues related to departmental programs.
- Conducting research in support of policy, planning and management initiatives. Evaluating decision papers, legislative and policy proposals, FMB submissions and ministerial briefing materials.
- Providing the DM, Departmental Senior Managers and Senior Managers at the Authorities with another perspective on the strategy and/or content of the information. All documents come to the Senior Advisor for review before going to the DM for final review.
- Providing strategic advice to the DM on major current, new and emerging health and social services policy, program, operations, and issues and develop critical positions and approaches.
- Analyzing and situating issues being addressed in the Directorate and discussing feedback with the DM, SMC and Minister's Office, assessing what more could be needed or would contribute to the advancement of the issue.
- Liaising and consulting with Executives and Senior Managers at the Department and Authorities, Ministerial staff, senior officials from other departments at territorial, provincial and federal levels, Indigenous and non-government organizations, and various stakeholders, to obtain information, to seek advice and to initiate action on a wide range of subjects on behalf of the Deputy Minister.
- Foreseeing upcoming issues, determining the extent and purpose of information requirements, making others (DM's staff, SMC, CEO/DM Forum, Leadership Committee and departmental staff) aware of information requirements, initiating action to obtain information within very precise time frames, taking action on necessary actions that will support the DM's needs and assist the incumbent in meeting commitments to the Minister and/or colleagues.
- Providing feedback, on behalf of the DM, to staff on briefing material, correspondence etc. which they have prepared and recommending approaches and strategies.
- Reviewing briefing notes to the DM to ensure information is complete and accurate; noting connection to other issues and briefing notes and following up to determine appropriate action, consistent with the view and directions of the DM.
- Responding to requests for information from the DM, following up on action required, actioning work as necessary or when urgent issues require a response and contributing to the co-ordination and facilitation of the workflow in the Directorate.
- Directing the review, analysis, coordination and acceptability of submissions, ministerial correspondence, briefing material and other information submitted from all areas of the department for the approval of the DM.

2. Overseeing operation of the Department Senior Management Committee, Executive Committee and joint leadership meetings between the Department and the

Authorities which include the DM/CEO Forum and the Cross -System Leadership Committee comprised of Assistant Deputy Ministers, Executive Directors/Senior Management representatives from each Authority.

- Ensuring that the goals and objectives of the joint leadership meetings are met by overseeing meeting preparation, consultation and regular updates. this is done in part by assigning appropriate tasks to the Directorate Advisor and/or Senior Administrative Coordinator and by establishing regular and positive work relations with Health and Social Services Authorities.
- Ensuring the effective operation of the Senior Management Committee and Executive Committee and assist the coordination of system-wide activities, including service delivery approaches, business and operational planning, and administrative support.
- Providing analytical and planning support to the joint leadership committees by gathering and collating requests for information.
- Facilitate the exchange of information of relevance to the health and social services system and required by the joint leadership committees.

3. Managing Information Requirements.

- Analyzing and prioritizing issues being addressed in the Directorate and facilitating discussions and feedback to the DM, SMC, and Minister's Office, assessing potential next steps necessary to advancement or resolution of issues.
- Determining the extent and purpose of information requirements.
- Making others (DM's staff, SMC department staff, Authority staff) aware of information requirements.
- Initiating action to obtain information within very precise time frames.
- Providing direction on format, content and style to divisions within the Department and establishing timeframes for receipt of such information and establishing timeframes for receipt of such information.
- Assessing quality and content of briefing books, notes, background materials and speeches, contributing to a quality end product and working in co-operation with divisions and Directorate staff to define the Minister's preference and requirements.
- Receiving and managing requests directly from the Minister's office to ensure departmental/Authorities' response can be actioned effectively.
- Supervising the Directorate Advisor in their responsibilities for Ministerial responses to inquiries from Members of the Legislative Assembly and the public.

4. Managing the daily operations of the Directorate.

- Managing the Directorate Advisor, who directly reports to the Senior Advisor, through performance planning, coaching and mentoring.
- Analyzing and prioritizing issues being addressed in the Directorate and facilitating discussions and feedback to the DM, SMC, and Minister's Office, assessing potential next steps necessary to advancement or resolution of issues.
- Managing the financial budget of the Directorate; provide cash-flow projections, quarterly/monthly variance reports and confirmation of payroll distribution.
- Foreseeing upcoming issues and taking action to support the DM's needs and assist the incumbent in meeting commitments to the Minister and/or colleagues.

- Managing tasks and projects to improve services, participating on project teams, working groups and interdepartmental committees as a representative of the Directorate.
- Providing leadership and facilitating the development and maintenance of a co-operative working environment within the Directorate, with the Minister's Office and with Divisions.
- Directing the review of all correspondence, material and issues referred to the DMs office; assess and determine their relative priority, sensitivity and urgency; and expedite those matters of urgent concern to the DM and/or the Minister.
- Planning and directing the smooth operation and administration of the DM's office, and manage approved human and financial resources.
- Ensuring the DM's schedule (including internal and external invitations) is managed effectively to respond to a constant state of changing priorities and high pressure, consulting with the DM and other Directorate staff, SMC and departmental officials in order to maximize the DM's time.

5. Providing the support necessary to coordinate briefing and submissions material.

- Directing the review, analysis, coordination and acceptability of briefing material, notes, background material, speeches, Ministerial correspondence, submissions, and other information submitted from all areas of the department for the approval of the DM.
- Providing feedback and opinions of the DM to staff in the Department and Authorities on briefing material, correspondence etc. which they have prepared and recommending approaches and strategies.

6. Establish and maintain effective communication links between the minister and his/her staff and the ADM's, CEO's and Authority leadership to ensure that executive directions, decisions and action requests as well as the flow of advice, information and interpretations are conveyed with clarity, timeliness and preciseness.

7. Assume project leadership, where appropriate and assigned by the Deputy Minister, over departmental-wide and/or intergovernmental initiatives.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual demands.

Sensory Demands

No unusual demands.

Mental Demands

Position is required to deal with confidential and politically sensitive information and situations with tight timelines on a daily basis.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of the national, provincial/territorial and domestic political environments and other governments' positions and policies and be capable of assessing possible implications for the NWT and the Department.
- Ability to apply this knowledge in a rapidly changing and challenging environment.
- Ability to be creative, focused on offering solutions.
- Ability to work well in a team environment.
- Ability to analyze, evaluate and interpret a wide range of information including legislation, policies, provincial/territorial/federal and departmental initiatives, Cabinet and FMB direction, financial data, legislative proposals and strategic plans and apply it within the unique socio-political environment of the NWT.
- Knowledge of project management and an ability to manage large and small projects from pre-planning to implementation and evaluations.
- Superior verbal and written communication skills.
- Ability to build and maintain a good working relationship with colleagues throughout the GNWT, and partners of other governments and organizations.
- Knowledge of issues related to Indigenous Self-Government and Land Claims in the NWT.
- Ability to effectively represent the Department and its positions accurately and professionally.
- Knowledge of negotiating and be a strong communicator with diplomatic skills in order to calmly and assertively express and defend the views of the departments.
- Strong strategic-thinking skills and judgment.
- Demonstrated ability to research, analyze and synthesis multiple concepts and priorities.
- Strong computer skills including the ability to work with a wide range of computer applications including word processing, spreadsheet and presentation software.
- Ability to work to deadlines and respond effectively to frequently changing deadlines.
- Ability to work in highly stressful situations.
- Must be self-directed, display initiative and be creative.
- Ability to work both as a team member and independently with minimal supervision.
- Ability to work in a cross-cultural environment.
- Ability to manage workloads including multiple assignments with potentially conflicting priorities while ensuring that the Deputy Ministers needs are addressed.
- Ability to assign, delegate and coordinate work assignments and projects.
- Ability to manage the directorates budget.
- Ability to manage staff.
- Knowledge of the Health and Social Services System, including operational and leadership structures, programs, policies and services.
- Knowledge of current events, political factors and issues of the day affecting the NWT.
- Knowledge of human resource legislation, GNWT HR policies and procedures.

- Knowledge and appreciation for northern cultures as they relate to the delivery of health and social services.
- Understanding of the complex interplay of political, economic and social forces at work in the NWT.

Typically, the above qualifications would be attained by:

These knowledge, skills and abilities are generally obtained through completion of a Master's Degree in Public Administration, Political Science, Business Management or related field and five years' experience in the fields of government, planning and /or analysis.

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