



IDENTIFICATION

Department	Position Title	
Health and Social Services	Director, Community, Culture, and Innovation	
Position Number	Community	Division/Region
49-14027	Yellowknife	Community, Culture, and Innovation

PURPOSE OF THE POSITION

The Director, Community, Culture, and Innovation is responsible for the establishment and oversight of the NWT Health and Social Services System's approach to embed social determinants of health, cultural safety and anti-racism, community development, and public participation within the overall delivery of care for NWT residents.

The position provides leadership, guidance, direction and support to the Health and Social Services System on culture, relationship building and innovation to ensure a person and family centered system driven by community priorities and data and grounded in trust and shared outcomes.

SCOPE

The Director, Community, Culture, and Innovation ("The Director") is located in Yellowknife and reports to the Assistant Deputy Minister, Corporate Services and Cultural Safety at the Department of Health and Social Services (DHSS). The incumbent is a member of the DHSS Senior Management team, and will work closely with NWT Health and Social Services Authorities and their Senior Management teams across the HSS System.

The Director is a system leader in identifying opportunities and ensuring accountability for meaningful and critical change, working in collaboration with other senior managers, frontline staff, external partners, the peoples of the NWT and their families and communities. The Director leads the creation of new approaches and innovative solutions to embed the social determinants of health, cultural safety and anti-racism, community development, and public participation within the system. This includes the identification of strategic priorities, project development and change management leadership, and the provision of expertise and resources to support research, analysis, and engagement. The incumbent is required to hold a very broad range of knowledge of programs and services as well as government process, guidelines and directives.



The Director will have frequent contact with diverse partners, including CEOs and Senior Managers from the DHSS and HSSAs, Local Government Administrators of the NWT, NWT Association of Communities, Indigenous Governments, the Federal Government, NGOs, societies and professional associations, senior government officials from other GNWT Departments, research entities such as Hotì ts'eeda and the Institute for Circumpolar Health Research, and individual community members. Establishing trusting and respectful relationships with internal and external partners and stakeholders, grounded in Indigenous values and demonstrated leadership integrity, will be essential. The development and maintenance of these relationships requires the incumbent to hold a very broad range of knowledge of NWT contexts, communities, and cultures, and of partner interests and priorities.

The Director develops and leads the dynamic cross-system governance structure and project teams for the PHCR initiative, advancing the vision of a culturally safe and relationship-based health and social services system. As the system lead for PHCR, the Director works under the collaborative direction of the Assistant Deputy Minister, Corporate Services and Cultural Safety. The Director works closely with staff across the NWT, Indigenous governments, community partners, and other stakeholders to facilitate strategic planning and implementation of all projects and improvement initiatives within the PHCR initiative. The Director maintains a close working relationship with the NTHSSA's Territorial Medical Director and Executive Director, Clinical Integration to ensure the effective management of operational priorities consistent with PHCR, Cultural Safety and Anti-Racism, and Public Participation principles and priorities.

The Director oversees a Systemic Design and Integration unit that works to define, diagnose, design, test and scale health and social services initiatives related to early childhood development and PHCR. The Systemic Design and Integration Unit works to define, diagnose, design, test and scale health and social services initiatives related to ECD and primary health care reform. The unit is comprised of skilled specialists and system thinkers that leverage a person-centered and systemic approach to address complex health system issues. The team assists government leaders, public servants and front-line staff to transform HSS programs, processes and organizational culture through solutions that are informed by Indigenous community knowledge and driven by community priorities. The unit functions as part of a health learning system and innovation lab and employs thoughtful change management and relational approaches to accelerate excellence, quality improvement and integration in health systems caring for children and families. The unit works across services and program boundaries, supporting interdisciplinary teams to: understand high impact opportunities for improvement and innovation; design processes, care models and systems that will improve outcomes; implement changes that will lead to integration; and, evaluate the impact of changes and spread learning.

The Director oversees the Learning Health Systems unit that drives evidence-generation and organizational learning to support continuous improvement of projects, programs, and policies of the HSS system. The unit is comprised of skilled specialists who use intentional



collaboration, evidence-based and community-engaged methods to address health system information needs through data collection, evaluation, knowledge translation, and community engagement while actively prioritizing Indigenous data sovereignty and ethical best practices. Each team member seeks innovative opportunities to combine leading best practices in their field with Indigenous approaches and knowledge holder advice to produce wise practices: ways of working that are evidence-based, supportive of Indigenous health and data sovereignty, and tailored to the needs of the NWT. The work of the unit contributes to improved health and social services outcomes by synthesizing multiple knowledge types (including stories, land-based, and Indigenous knowledges) and distilling organizational learnings through data systems, informatics technology, research, system integration, and collaboration across the system and with external partners. The unit works across service and program boundaries to help teams understand high impact opportunities for applying diverse knowledge systems, integrating organizational learnings, and building capacity for generating evidence to inform HSS initiatives with the goal of equitably improving outcomes in health promotion and prevention.

The Director oversees the Indigenous Health and Community Wellness unit that supports Indigenous communities in their health and wellness goals and system-wide initiatives through funding administration, community development approaches and integration of social determinants of health. The Director is responsible and accountable for the overall implementation and leadership of the Territorial Wellness Plan under the Northern Wellness Agreement with Indigenous Services Canada, managing human and financial resources in collaboration with regional, community and partner organizations to ensure an approach that improves community health and wellbeing; increases fiscal responsibility and mutual accountability; and promotes equity, reconciliation, and Indigenous self-determination.

The Director recruits, develops, and leads a diverse team of over 20 innovative changemakers. With a focus on strategic and whole-person development, the Director contributes to the sustainable improvement of Indigenous representation in the health and social services system at large, and in senior leadership roles specifically, while developing and showcasing excellence in culturally safe and welcoming organizational culture and work environments. Additional term or casual staff may be added to the structure as required to support strategic priorities and project implementation.

DIMENSIONS

- Reporting Positions – 6
 - Administrative Assistant
 - Finance and Administration Officer
 - Senior Project Manager, Primary Health Care Reform
 - Manager, System Design and Integration (4 staff)
 - Manager, Learning Health System (4 staff)
 - Manager, Indigenous Health and Community Wellness (7 staff)



- Total Budget (\$12.601M)
 - Compensation & Benefits (\$1.577M)
 - Operations & Maintenance (\$1.817M)
 - Grants & Contributions (\$9.207M)
 - Capital (\$0)

RESPONSIBILITIES

1. 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.
2. The Director is the senior leader responsible and accountable for providing strategic direction and leadership related to development of an HSS System that provides culturally safe and relationship-based care through applied strategic initiatives such as ECD and PHCR.
3. Responsible and accountable for providing strategic direction and leadership related to public participation, community feedback and data to ensure public participation in priority setting, planning and design within the HSS system.
4. Works directly with Indigenous governments and organizations, and with other stakeholders, to identify health and wellness needs and priorities and to develop and deliver innovative, culturally relevant programs and services.
5. Responsible for overall leadership of team and relationship-based initiatives for the HSS System, such as the Primary Health Care Reform initiative, providing support and guidance to project Co-Leads and ensuring that project planning and implementation is carried out in a manner consistent with the vision, principles, and priorities of PHCR.
6. Implements racial justice efforts across the CCI division to ensure all clients and communities have access to high quality, culturally safe HSS programs and services.
7. Oversees the establishment of the Health Learning and Innovation Lab and ensures implementation of new initiatives and innovation projects in collaboration with senior leadership.
8. Administers financial resources, and provides specialized staff support, for Indigenous communities for the development, implementation, reporting, and evaluation of Community Wellness Plans.



9. Oversees the advancement of specific whole-of-government priorities connected to the social determinants of health, including Early Childhood Development and Integrated Service Delivery.
10. Accountable to a number of diverse partners (such as Indigenous Services Canada and the Public Health Agency of Canada) for strategic financial management and expenditure of funds and achievement of strategic outcomes.
11. Responsible for the monitoring and evaluation of assigned HSS System action plans and projects, such as the Early Childhood Development Action Plan, and Primary Health Care Reform.
12. Represents the Department in territorial, national, and international forums focused on Indigenous health and wellness, innovation, and public participation.
13. Provides advice and recommendations on corporate priorities and planning as a member of the Department Senior Management team.
14. Manages the Division's human and financial resources in an effective manner that is person-centered and service-focused, aligned with the principles and values of PHCR, and consistent with the policies and procedures of the GNWT and the Department, and identifies opportunities for improvement where alignment is lacking.
15. Leads annual performance and learning planning processes for the Division, including collaborative work planning, individual whole-person development plans, and succession planning and career development planning aligned with aspirations and potential.
16. Leads the division in showcasing public service excellence, upholding values and priorities identified by Indigenous people and communities, and committing to a continuous practice of self-reflection and whole person development.

WORKING CONDITIONS

Physical Demands

During engagement activities and training sessions the incumbent will assemble and transport meeting supplies and assist with the set-up of meeting locations.

Environmental Conditions

No unusual demands.



Sensory Demands

No unusual demands.

Mental Demands

The position engages in topics that include references to interpersonal and systemic racism, and the intergenerational individual and community impacts of colonization, including the legacy of residential schools. Tight deadlines will be encountered.

Travel to NWT communities will be required approximately 12-15 times per year. Additional travel within Canada or internationally may be required 3-4 times per year.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of the social determinants of health for Indigenous peoples, and the context and enabling environments in which programs and services operate.
- Knowledge of engaging public participation, health improvement, and project management methodologies.
- Knowledge of Cultural Safety frameworks, and ability to maintain a continuous learning practice in this evolving field.
- Ability to articulate change theory practice models.
- Ability to understand and apply cultural safety principles, acknowledge impacts of colonization and racism, and articulate relationship to client/family health concerns.
- Knowledge of community development theory and practice.
- Knowledge of a range of territorial and community wellness resources and community based support services.
- Ability to acquire knowledge of the policies and procedures of the NTHSSA, the DHSS, and all Acts and Legislation applicable to program delivery.
- Ability to lead meetings and facilitate complex group process.
- Verbal and written communication skills with the ability to responsively adapt approaches for diverse contexts and audiences.
- Ability to develop and maintain networks and resources at the local and territorial level.
- Skill and ability to work effectively with diverse populations and in a cross-cultural setting.
- Expert skill and ability to facilitate community engagement, deliver public education and professional development presentations.
- Ability to identify, collect, apply and interpret data to evaluate, build and improve primary care and health and social services planning and design.
- Knowledge, skill, and ability to use innovation and creativity to develop strategies that successfully meet the needs of diverse individual, family and provider populations.
- Ability to commit to fostering a culture that embraces diversity and promotes inclusion and challenge longstanding norms that perpetuate inequities within the GNWT workforce.
- 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 Master's Degree in the Social Sciences, Health Services Administration, Public Administration, Public Health, Indigenous Governance, or a related discipline, and 8 years of experience working in health, wellness, policy and governance, community development, or related programming, including 3 years managing people and resources.

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