



## IDENTIFICATION

Department	Position Title	
Health and Social Services	Intern – Planning and Engagement Officer	
Position Number	Community	Division/Region
49-16938	Yellowknife	Child and Family Services

## PURPOSE OF THE POSITION

The Intern - Planning and Engagement Officer is responsible for supporting the research, planning, development, and implementation of strategic initiatives related to the Northwest Territories (NWT) Child and Family Services (CFS) system.

## SCOPE

The Intern – Planning and Engagement Officer (Intern) is based in Yellowknife and reports to the Manager, Strategic Projects, and Initiatives. The Intern will contribute to the development and implementation of high-quality initiatives to assist in the reform of the CFS system.

The CFS system provides care and support to children, youth, and families across the NWT through programs and services legislated by the *Child and Family Services Act*, *Adoption Act*, *Aboriginal Custom Adoption Recognition Act*, and the federal *Act respecting First Nations, Inuit and Métis children, youth, and families*. The CFS system spans across the Department of Health and Social Services, the Northwest Territories Health and Social Services Authority, Tłı̨chǫ Community Services Agency, and the Hay River Health and Social Services Authority.

The CFS system is also subject to routine internal and external reviews, which supports the advancement of strategic initiatives and projects to evolve the system to better meet the needs of children, youth, and families. Ongoing engagement with communities, Indigenous Governments, NGOs, and people with lived experiences is also imperative to the work of the Department and Authorities. In this context, the Intern must assist with the development of engagement activities; and review and synthesize different sources of information to support the development and implementation of strategic plans and initiatives. This work must be done through a lens of cultural safety and anti-racism. The Intern will also be accountable for using a collaborative and integrated approach, and clear communication.



## **RESPONSIBILITIES**

- 1. Monitor and report on progress related to Child and Family Services strategic initiatives.**
  - Gather project updates for the CFS Quality Improvement Plan and Internal and External Reviews; and CFS related actions in GNWT-wide Action Plans.
  - Synthesize project updates and risks to key decision makers.
  - Prepare communication materials to support internal and external reporting (i.e., project management documentation, briefing notes, PowerPoint presentations, etc.).
- 2. Support the implementation of the Child and Family Services communication strategy to increase awareness of the types of supports and services offered, as well as initiatives related to ongoing system improvement.**
  - Work with staff to identify communication needs.
  - Suggest creative options using a multimedia approach.
  - Support the production of communication materials and messaging.
- 3. Conduct research and analysis on a variety of projects and initiatives to support service delivery and system improvements.**
- 4. Support the integration of stakeholder feedback to inform service delivery and system improvements for Child and Family Services.**
  - Research relevant and appropriate engagement techniques to capture personal experiences and outcomes of individuals and families receiving CFS.
  - Review current feedback mechanisms for CFS staff to determine areas of strength and improvement.
  - Development and implement engagement techniques to gather stakeholder feedback.
  - Analyze and present data.
- 5. Provide administrative support.**
  - Assist in coordination of meetings, including scheduling dates, updating memberships, drafting invites, agendas, and meeting minutes.
  - Attend meetings to take notes and provide support as required.



## **WORKING CONDITIONS**

### **Physical Demands**

No unusual demands.

### **Environmental Conditions**

No unusual demands.

### **Sensory Demands**

No unusual demands.

### **Mental Demands**

The position engages in topics that include interpersonal and systemic racism, and the intergenerational individual and community impacts of colonization, including the legacy of residential schools.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Maintain a working understanding of the social determinants of health, and the context and enabling environments in which Child and Family Services operate.
- Proficiency in working with computer software, i.e., Microsoft Word, Outlook, Excel, and PowerPoint.
- Strong teamwork skills, with the ability to receive direction from others.
- Ability to build and maintain positive working relationships.
- Strong verbal and written communication skills.
- Knowledge of engagement methods (e.g., survey development).
- Knowledge of project management concepts and principles.
- Ability to analyze and synthesize qualitative and quantitative data.
- Ability to gather information from a variety of reputable sources to inform decision making.
- Strong organization and time management skills.
- Ability to effectively prioritize to meet changing demands.
- 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 relevant university degree (i.e., health sciences, social work, Indigenous health-related field, etc.).

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