

## IDENTIFICATION

Department	Position Title	
Health and Social Services	Intern, Licensing Officer	
Position Number	Community	Division/Region
49-17304	Yellowknife	Corporate Planning, Reporting, and Evaluation / HQ

## PURPOSE OF THE POSITION

The Intern Licensing Officer supports in coordinating applications for the registration of regulated health and social services (HSS) professionals in the Northwest Territories (NWT), and the provision of regulatory advice and guidance to health and social services professionals, employers, and the public, and assists the Registrar, Chief of Profession Regulation (Registrar) in regular office and regulatory operations.

The Intern Licensing Officer works closely with the Registrar and Deputy Registrar to support coordination efforts with other Canadian and international regulatory authority staff in the registration of professionals to practice in the NWT.

## SCOPE

Located in Yellowknife, the Intern Licensing Officer reports to the Registrar, Chief of Profession Regulation (Registrar).

The public is safeguarded in the provision of health and social services by regulated professionals through the registration requirements and processes governed by the legislation, implementation of professional standards of practice and practice guidelines, the Canada Free Trade Agreement, and the licensing processes and policies established by the Professional Licensing Office (PLO). These requirements and processes ensure that registrants are qualified, ethical, and safe to practice while also ensuring that complaints regarding unprofessional conduct and disciplinary proceedings are administered in accordance with the legislation, national best practice, and current case law.

The Intern Licensing Officer plays an important role in the NWT HSS System, as the position is a point of contact for individuals applying for registration and licensure in the NWT, and the Deputy Registrar and Registrar in the review of registration applications.

The Intern Licensing Officer, with the guidance of the Registrar, provides advice and guidance to applicants, registrants, employers, and the public regarding professional licensing registration and registration renewal requirements, processing timelines, fees, and related regulatory support programming specific to the individual professions, such as continuing competence and membership requirements.

The PLO receives, reviews, analyzes, processes, and determines the outcome of a large volume of applications annually; this work requires a high degree of confidentiality (as sensitive and personal information is shared by applicants), extensive information gathering and research, analysis, and interpretation of legal and other documents in troubleshooting irregularities and areas of concern. On-going communication with applicants, employers, and other regulatory authorities as part of the Intern Licensing Officer's work, must be provided in a timely, accurate, and professional manner.

The current regulatory framework for the registration and discipline of regulated NWT health and social services professional is unique in that the regulation of most health and social services professionals is the responsibility of the GNWT. The absence of a professional college for the individual health and social services professions, as in Canada's provinces, means that the Intern Licensing Officer must develop an awareness of the individual profession requirements regarding registration and licensing, to support the provision of tailored guidance to applicants, registrants, and employers in supporting the Professional Licensing Office in upholding its mandate of ensuring public safety in the provision of health and social services.

The Intern Licensing Office is often required to work under tight deadlines with information that is confidential in nature and must support the preparation of responses to complex, conflicting and highly sensitive situations. The incumbent will develop relationships with the health and social services authorities (HSSAs), national and local organizations, national and local professional associations, other stakeholder groups, national and international professional regulatory colleges, other GNWT departments, and legal counsel regarding registrant applications.

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 always honor and promote a culturally safe

and anti-racist environment 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 to develop and maintain ongoing and trusting relationships.

The work of the PLO directly impacts the livelihood of regulated health and social services professionals and are appealable to the Supreme Court.

Applicants and Registrants may feel discouraged and distressed as they navigate through the registration and licensing process.

The incumbent often deals with people for whom English is not their first language.

## **RESPONSIBILITIES**

### **1. Supports the provision of advice and guidance to applicants and registrants as they navigate the registration and licensing process.**

- Point of contact for delegated professions.
- Regular communications with applicants throughout the application process, providing advice and guidance as applicants gather supporting documents for submission with their application for registration.
- Supports and guides registrants throughout the duration of their registration in the NWT, working closely with them as they access professional licensing services such as certificate of standing requests, registration renewal, certification updating, and continuing competence requirements.

### **2. Develops the knowledge and skills necessary to compile and review applications against the legislation and best practice, for a variety of registration and license types to the Registrar and/or Deputy Registrar.**

- Reviews and assesses applications for completeness, compliance with the governing legislation, internal policies and procedures, Canada Free Trade Agreement, and with current case law and best practice in mind.
- Assesses and verifies the legislated qualifications and eligibility requirements for regulated health and social services professionals.
- Identifies irregularities and areas of concern (incomplete, inaccurate, problematic) regarding application for registration, notifying the Registrar and/or Deputy Registrar as needed.
- Alerts the Registrar and/or Deputy Registrar to disciplinary findings, investigates further where required to ensure information is accurate, and there are no gaps in the information obtained.
- Presents completed applications, identifying any irregularities and/or concerns, to the Registrar and/or Deputy Registrar.

- Enters approved registrants into the database, practicing due diligence to ensure information is accurately captured in building the registrants profile, and generates license certificates.
  - Ensures applications and individual professional file records (hard and electronic) are organized and stored in keeping with registry practices to facilitate retrieval and protect professional confidentiality.
  - Works closely and in coordination with NWT employers regarding regular and expedited registration requests, assisting in GNWT onboarding efforts.
- 3. Assists the public, registrants, employers and other organizations with inquiries related to professional registries, complaints, and research.**
- Responds to public inquiries.
  - Provides registry access to inquiring members of the public.
  - Re-directs complainants to the Complaints Officer.
  - Regularly works with other Canadian regulatory authorities on registrant verification requests and other confirmations respecting a registration status in another jurisdiction.
- 4. Assists with responding to formal information requests.**
- Assists the Registrar and/or Deputy Registrar in responding to formal information requests such as departmental briefing notes, national and territorial statistical information requests, and media requests.
  - Coordinates and compiles statistical information as requested by provincial and territorial regulatory organizations, including DHSS, for reporting and initiative planning purposes.
- 5. Perform other tasks, duties, and functions as assigned by the Registrar.**

## **WORKING CONDITIONS**

### **Physical Demands**

No unusual demands.

### **Environmental Conditions**

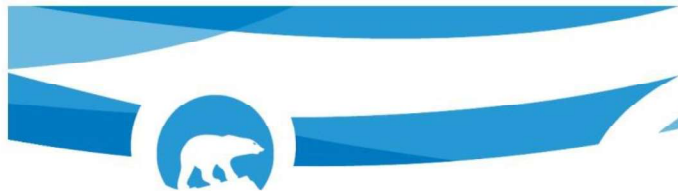
No unusual conditions.

### **Sensory Demands**

No unusual demands.

### **Mental Demands**

No unusual demands.



### **KNOWLEDGE, SKILLS, AND ABILITIES**

- Knowledge of and/or the ability to acquire and apply knowledge of existing regulatory frameworks as it relates to safe and ethical service delivery.
- Knowledge of general office operations.
- Ability to acquire/ apply knowledge of relevant GNWT programs, policies, and structures.
- Ability to acquire and apply understanding of the impacts of colonization, institutional and structural racism and biases have had on society and the Indigenous population.
- Ability to acquire knowledge of geographic, social, and political issues and factors which affect the framework of professional regulation in the NWT and across Canada.
- Analytical and problem-solving skills.
- Written and verbal communication skills including proficiency in written responses and formal reports.
- Conflict-resolution skills and the ability to manage highly stressful and hostile situations.
- Interpersonal, organizational and time management skills.
- Computer skills and the ability to work with a wide range of computer applications, including word processing, spreadsheet, and presentation software.
- Ability to advise and guide applicants and registrants as they navigate the registration and licensing process.
- Ability to manage challenging, sensitive and confidential issues with tact and diplomacy.
- Ability to organize, prioritize, and work within competing deadlines.
- Ability to assess and verify legislated qualifications and eligibility requirements for regulated health and social services professionals.
- Ability to research, develop, and coordinate responses to media, national, regulatory organization, internal research and data requests.
- Ability to adapt communication styles to multiple cultural environments.
- Ability to ensure registrant records are handled and stored in accordance with privacy legislation, policies, and best practices.
- 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 general undergraduate degree or postsecondary diploma relevant to office and/or registry administration and/or coordination.

Equivalent combinations of education and experience will be considered.

### **ADDITIONAL REQUIREMENTS**

#### **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