



IDENTIFICATION

Department	Position Title	
Health and Social Services	Registrar and Chief of Profession Regulation	
Position Number	Community	Division/Region
49-2049	Yellowknife	Corporate Planning, Reporting, and Evaluation / HQ

PURPOSE OF THE POSITION

The Registrar and Chief of Profession Regulation (Registrar) is accountable for the administration of the legislation that governs the regulatory framework of health and social services (HSS) professionals that the Department of Health and Social Services (DHSS) regulates in the Northwest Territories (NWT). This includes the strategic, effective, and efficient development, implementation, and management of regulatory initiatives and programs related to profession regulation in the NWT.

The Registrar is responsible for ensuring public safety in the delivery of health and social services to the NWT and is statutorily appointed under the corresponding legislation which grants the Registrar deliberate powers and authorities as an independent decision maker. The Registrar is required to maintain a level of independence whereby actions are not to be unduly influenced by conflicting roles and priorities of the Government of the Northwest Territories (GNWT) as the regulatory body, the provider of publicly funded health services, and the employer of many regulated HSS professionals.

The Registrar's work is vital to ensuring that the overall legislative, regulatory, and procedural framework for regulated HSS professionals in the NWT remains current, aligns with the priorities of the GNWT, unique needs of NWT communities, and the ever-evolving Canadian health system while also ensuring that public safety is upheld in the delivery of health and social services in the NWT.

SCOPE

Located in Yellowknife, the Registrar reports to the Director, Corporate Planning Reporting and Evaluation and is accountable for the administration of the legislation that governs HSS profession registration, professional development and competence, program compliance, the handling of complaints, and other legislative contraventions. The Registrar provides direct support, advice, and recommendations regarding profession regulation to the Minister,



Deputy Minister, and other Senior Management. The impact of this quasi-judicial (quasi-legal) position on the NWT HSS System is significant and direct as decisions of the Registrar implicate individual professionals (which may extend to the regulated profession at large) and to individual residents.

The NWT public is safeguarded in the provision of health and social services through the diligent and careful administration of the governing legislation in hand with the Canada Free Trade Agreement, and the implementation and enforcement of professional practice standards, guidelines, procedures, and policies as developed by the Registrar. These requirements and processes ensure that HSS professionals in the NWT are qualified, competent, ethical, and safe to practice while ensuring that complaints regarding unprofessional conduct and disciplinary proceedings are administered in accordance with the legislation, national best practice, and current case law.

The Registrar holds multiple statutory appointments, one per profession statute, which grants the Registrar regulatory authority and enforcement powers under the respective legislation. The absence of a professional college for the individual HSS professions, as done in Canada's provinces, means that the Registrar must maintain an awareness to the national regulatory landscape for all professions regulated by the DHSS to support regulatory advancement in the NWT while providing profession specific expertise and practical knowledge to ensure public safety in the provision of services.

The Professional Licensing Office (PLO) receives, reviews, analyzes, processes, and determines the outcome of thousands of complex applications annually; this work requires a high degree of confidentiality (as personal information is shared by applicants) information gathering and research, analysis and interpretation of legal and other documents, on-going communication with applicants, communication with external legal counsel, communication with investigators and expert witnesses, and discussions with other regulatory authorities (worldwide). The Registrar is responsible for making independent decisions on all applications for registration in the NWT, exercising due diligence to ensure that professionals are safe, competent, and qualified to practice. The Registrar must substantiate their decision as to whether an application will be approved or denied, and where the Registrar imposes conditions on a professional's license to practice. The Registrar must effectively strategize and prioritize their work with a high degree of organization, attention to detail, integrity, diplomacy, cultural sensitivity, and tact. Decisions of the Registrar have immediate, significant, and visible impacts on the livelihood of regulated professionals and members of the public; such decisions may only be appealed to the Supreme Court.

The Registrar is required to work under tight deadlines with information that is confidential in nature and must prepare responses to complex, conflicting, and highly sensitive situations thereby requiring creative and strategic thinking and solutions. The incumbent works closely and collaboratively with the HSSAs, national and local organizations and associations, other



stakeholder groups, professional regulatory colleges (worldwide), other GNWT departments, and legal counsel.

The Registrar is responsible for establishing and maintaining the legislated profession registers and leads the development of the supporting regulatory frameworks and their components including, but not limited to: standards of practice; practice guidelines; practice frameworks; continuing competence and professional development programs; professional support programs; jurisprudence examinations; registration committees; terms of references, advisory and program review committees. The Registrar is accountable for the administration of HSS profession legislation for professions regulated by the Department.

In their primary role of administering the legislation, the Registrar is also responsible for ensuring that a sound mechanism is in place and remains current for any person (member of the public or another professional) making a complaint about a regulated professional. Here, the Registrar is accountable for ensuring a NWT HSS profession complaint framework, policies, and procedures are established that ensures the complaints process is carried out in accordance with legislation, administrative law, and national best practice.

As an appointed Director on several national regulatory tables, the Registrar is present and active in national discussions, voicing the concerns and stance of the NWT, and sharing and supporting the work of fellow regulatory authorities (registrars). This work requires the Registrar to bring an awareness to the Minister, through Senior Management, regarding the national regulatory landscape for HSS professionals, providing expert advice and recommendations regarding potential changes to the regulatory framework for the NWT. In monitoring activities of the professional regulatory authorities across Canada, the Registrar anticipates GNWT impacts, developing and bringing the Department's (and thereby the GNWT's) position to these national tables. The Registrar reviews, inputs, and endorses the work of the national boards. Participation on the national boards also requires the incumbent to be responsive to jurisdictional polls and environmental scans thereby allowing the NWT to seek out and gather information on national regulatory issues and initiatives applicable to the NWT.

There is often significant political and employer pressure on the decisions of the Registrar and actions of the PLO. The Registrar ensures that risk to the public and the GNWT is mitigated where possible through informed decision making and providing accurate information and expert advice as required. The decisions and actions of the Registrar directly and visibly impact the livelihood of HSS professionals and the public and may only be appealed to the Supreme Court. Regulatory initiatives in the NWT directly influence the regulatory efforts of all other regulatory authorities across Canada.

The Registrar is a senior resource, providing expert advice and recommendations to the Minister and other Senior Management regarding changes, opportunities, and modernizations



to the way the GNWT regulates HSS professionals based on national initiatives and trends. Both broad and specific knowledge of professional regulation nationally and internationally, and its evolving landscape, must be maintained to support regulatory advancement for HSS professions in the NWT. The Registrar must maintain a good understanding of social, cultural, and political factors as they relate to the regulation of professionals in the NWT to ensure the work of the PLO is reflective of the changing needs of the HSS System. Modernizations and changes to the regulatory framework for regulated HSS professionals in the NWT are implemented by the Registrar.

The Registrar is responsible for facilitating and managing the effective and efficient operational, financial, and administrative activities of the Professional Licensing Office.

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.

RESPONSIBILITIES

1. Administers the Health and Social Services Profession Legislation.

- Establishes and maintains the profession registers.
- Ensures public access to the profession registers.
- Reviews, investigates, assesses, and decides on applications for registration and licensure, exercising due diligence in ensuring that the professional is deemed safe and qualified to practice in the NWT.
- Determines an applicant's eligible registration category/class.
- Imposes conditions on license permits/certificates.
- Authorizes specified permissions on registration and licensure.
- Enforces the collection and authorizes the return of the legislated fees on registration and licensing matters.
- Monitors registrant compliance with registration programs.



- Ensures the establishment of legislated Registration Committees developing and maintaining Terms of References, soliciting membership, and leads committee proceedings.
- Leads in the development of the supporting regulatory framework components including but not limited to standards of practice; practice guidelines; practice frameworks; continuing competence and professional development programs; profession support programs; jurisprudence examinations; and, other legalities to be adopted under the respective legislation; and in doing so, establishes advisory committees, engages, consults, and collaborates with stakeholders (internally and externally) and employing legal counsel as required.
- Implements, enforces, and monitors registrant professional support and continuing competence/education programs.
- Establishes and oversees the NWT complaint framework, ensuring investigations, external legal counsel, and expert witnesses are onboarded as required, overseeing the development of policies and procedures to ensure that the administration of the complaints processes is carried out carefully and in accordance with governing legislation, administrative law, and best practice.
- Issues Certificates of Standing/Letters of Professional Conduct to other regulatory authorities (worldwide).
- Establishes and maintains contracts with external legal counsel, for the purpose of ensuring sound administration of the legislation and mitigating risk of liability.
- Leads the work to establish the Board on Inquiry panels, coordinating ministerial appointments and other aspects of the hearings.

2. Leads Profession Regulatory Affairs Actions and Initiatives.

- Leadership role in the development and implementation of GNWT and national initiatives related to profession regulation.
- Provides expertise and identifies areas within the existing regulatory frameworks that require changes to effectively administer the legislation and programs intended to support registrants through the life of their registration in the NWT.
- Identifies and recommends new areas within profession regulation for implementation in the NWT.
- Develops and implements new approved areas of profession regulation.
- As it relates to professions not yet regulated/designated, plays a key role in building the recommendation to the Minister of Health and Social Services in deciding on professions to be regulated in the NWT.
- Direct and frequent interactions with national partners, such as the Medical Council of Canada and the other provincial and territorial regulatory authorities on rolling out national and/or interjurisdictional initiatives that impact or benefit the NWT.
- Interacts frequently with Federal/Provincial/Territorial government officials, regulatory authorities from other jurisdictions (worldwide), and self-regulating



authorities within the NWT, to exchange, share and information gather regarding actions of the regulatory landscape for professionals internationally, nationally and within the territory.

- Establishes and releases educational materials regarding profession regulation in the NWT.
- Keeps Senior Management informed, providing context and expert advice on regulatory practices, concerns, and trends taking place locally, nationally, and internationally.

3. Leads, develops, establishes, and implements policies and procedures to effectively administer legislation and ensure consistent, accountable, and transparent operations.

- Ensures that policies and procedures are in place, current, and effective for all matters and proceedings related to the legislated registration and complaints processes.
- Ensures that the required supporting documents to support the function of registration committees and other stakeholder relationships, such as terms of reference and memorandum of understanding, are in place, effective, and current.
- Establishes, solicits membership, leads, and participates on advisory committees that serve to inform the development of such policies and procedures.
- Engages and consults stakeholders, internally and externally, as required to adequate inform the work.
- Provides strategic and expert policy advice to Senior Management regarding administration of the legislation.
- Monitors existing policies for modernization opportunities.

4. Represents the GNWT (in its unique role as a regulatory authority/body), as a Director on National Regulatory Authority Boards/Associations/Federations.

- Elected/appointed Director on several regulatory national tables that work to support and modernize the regulation of HSS professions in Canada, with the overarching purpose of ensuring public protection in the delivery of health and social services.
- Brings the northern context/lens to board discussions, actively working to ensure that the stance and concerns of the NWT are heard and understood, directly influencing National regulatory strategies.
- Shares information and supports the work of fellow regulatory authorities/registrars.
- Reviews, informs, and endorses the work of the national boards.
- Responds to jurisdictional polls and environmental scans thereby allowing the NWT to also seek out and gather information on national regulatory issues and initiatives applicable to the NWT.
- Participates in working groups of the larger boards, on initiatives for implementation in the individual jurisdictions.



- Prepares briefing materials for Senior Management and the Minister, bringing awareness to national working group initiatives, implementation of national working group initiatives in the NWT, and impacts to and benefits for the NWT HSS System.
- Works to keep the NWT moving forward with national counterparts as National collaborative initiatives progress.
- Collaborates and enters partnerships (formal/official and non-formal) with other regulatory authorities/registrars across Canada on initiatives that benefit and impact the NWT.
- Ensures networking is maintained for increased visibility, stronger support, improved delivery of the programs that support the regulatory framework, and to help ensure success of the regulatory work of the PLO.

5. Manages the Professional Licensing Office Budget.

- Manages the Professional Licensing Office program budget, authorizing spending, tracking finances, and responding to variance and other reporting as required by the Department's Finance Unit and the GNWT Financial Administration Manual.
- Identifies financial implications of office initiatives.
- Seeks out, recommends, and applies for funding opportunities to advance program delivery and improve operations.
- Informs and negotiates third party contracts and oversees implementation of the contract terms.

6. Manages Operations and Staff of the Professional Licensing Office

- Oversees the daily operations and communications of the Professional Licensing Office.
- Establishes and maintains operational policies and procedures.
- Seeks out, recommends, and applies for funding opportunities to advance program delivery and improve operations.
- Develops a variety of forms for public use such as consent to release information and application forms.
- Works with the Communications Unit in ensuring that publicly communicated information relevant to the Professional Licensing Office is current and accurate (e.g., website content, media responses).
- Manages the Professional Licensing database and public registers, ensuring data security and integrity.
- Leads modernizations respecting the PLO database.
- Manages elevated registration and licensing inquiries.
- Oversees data collection and reporting on registrant and operational statistics as requested by authorized organizations, such as the Canadian Institute for Health Information, Senior Management and the Minister.



- Manages staff as appropriate to their job descriptions, including through assigning work, setting priorities and deadlines, motivating and monitoring staff performance, and ensuring professional development and training opportunities are shared.
- Manages human resources functions for the Unit, including leave and attendance, staffing actions and performance reviews.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

Competing deadlines, and interruptions by registrants, employers, contractors, and the public may disrupt work concentration and attention to detailed tasks. Long periods of concentration are required in the analysis of complex applications and legal documents as they are weighed against the corresponding legislation, in conducting research, and compiling data for reporting.

Applicants and Registrants may lose their livelihood and can be outraged and greatly distressed with a Registrar or Committee decision. Applicants or employers may attempt to pressure, demonstrate hostile, threatening, and emotional behavior. This requires the Registrar to actively listen, be attentive, de-escalate if necessary, and respond appropriately/professionally.

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

This position may be required to travel as part of their work as a Director on relevant national board initiatives.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of broad constitutional and specific legislative matters as it relates to profession regulation.
- Knowledge of public safety in the provision of health and social services.



- Knowledge of existing regulatory frameworks as it relates to safe and ethical service delivery.
- Knowledge of Administrative Law and the ability to work with the principles of Administrative Law.
- Knowledge of geographic, social, and political issues and factors which affect the framework of professional regulation in the NWT and across Canada.
- Knowledge of research and analysis methodologies.
- Ability to analyze, interpret, and summarize legislation and other legal documents.
- Analytical, investigation, mediation, and problem-solving skills.
- Written and verbal communication skills including proficiency in written responses and formal reports.
- Interpersonal, time management and organizational skills.
- Knowledge of general office operations.
- Knowledge of project management concepts and practices and ability to manage large and small projects, from pre-planning to implementation and evaluation.
- Ability to acquire and apply knowledge of relevant GNWT programs, policies, and structures.
- Ability to understand the impacts of colonization, institutional and structural racism and biases on society and the Indigenous population.
- Ability to maintain and/or build strong relationships with key partners both internally and externally.
- Strategic thinking skills and judgment.
- Ability to organize, prioritize, and work within competing deadlines.
- Ability to manage complex issues of a sensitive and confidential nature.
- Conflict-resolution skills.
- Ability to manage highly stressful and hostile situations.
- Ability to adapt communication styles to multiple cultural environments.
- Ability to approach work in a culturally appropriate manner, in writing and orally.
- Ability to incorporate the perspectives of all members of the community in decision-making processes.
- Skilled in teamwork with members from a variety of backgrounds and cultures.
- Ability to consider diverse literacy levels across the general population when developing documents and resources.
- Computer skills and the ability to work with a wide range of computer applications, including word processing, spreadsheet, and presentation software.
- Ability to exercise tact and diplomacy in dealing with sensitive and confidential issues.
- Ability to supervise and manage a team (supervisory skills).
- 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 Degree in Business or Public Administration (or related field), and six (6) years of experience regulating and licensing professionals in a quasi-judicial position , including one (1) year of supervisory or team lead experience.

OR 10 years of experience relevant to the position, such as appointment as a profession Deputy Registrar or senior level position as a profession regulator in a quasi-judicial position.

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