



IDENTIFICATION

Department	Position Title	
Education, Culture & Employment	Trainer, Income Security Programs	
Position Number	Community	Division/Region
71-12249	Yellowknife	Income Security Programs

PURPOSE OF THE POSITION

The Trainer, Income Security Programs, develops, evaluates, and supports the delivery of the Income Security Programs to eligible Northwest Territories residents. The incumbent delivers training to government staff, community delivery agents and appeal committee members related to Income Security Programs and in accordance with established procedures and standards. The position will also provide advice on Income Security Programs and will ensure compliance to the appropriate legislation and the quality of services provided.

SCOPE

Under the Income Security Programs (ISP), the department assists NWT residents with their basic financial needs through the administration of approximately \$55M through a number of social and financial assistance based programs.

Located in Yellowknife, and reporting to the Manager, Income Security Programs, the Trainer, Income Security Programs (Trainer) develops and interprets the framework for the introduction, administration, and evaluation of one or more Income Security program(s). This position coordinates and delivers program-related, statutory and systems training based on relevant legislation, policies, and program guidelines.

Under the direction of the Manager, the Trainer is responsible for ensuring that all Income Security delivery agents have received the training required to perform all aspects of their job and provides advice and assistance to delivery staff as required. The incumbent coordinates the training of HQ staff, community delivery agents (Managers and Client Navigators), appeal board, committee and group members, Student Case Officers, and assistant student case officers. As the government expert on these assigned program(s),



the incumbent provides advice and assistance to delivery staff as required. This position coordinates the expenditure of approximately \$50,000 annually in training.

The Trainer may be required to travel into communities across the Northwest Territories to provide training and presentations.

There is a need to continuously balance the demands for customer service, political ramifications, including special consideration for unique cases, ensuring confidentiality and the ability to consider the realities of program resources, legislation, and precedents.

RESPONSIBILITIES

1. Develops and delivers program related training to meet the needs of staff with differing skill levels and who may be geographically separated from the trainer and from each other for all ISP areas.

- Researches, develops and facilitates a progressive training process for a diverse range of ISP's.
- Prepares and updates training materials assisting with the development of the client/student related manuals, applications, brochures, pamphlets, poster, advertisements, etc.
- Develops, plans and organizes Annual Training Conferences for Department and related staff to coordinate all required ISP training and new initiatives.
- Monitors all funds allocated to training within the Income Security Division accessing alternative training monies and support as required.
- Coordinates the logistics of training sessions.
- Liaises with the Department of Justice with respect to statutory training.
- Develops request for proposals for training from outside sources as required.
- Provide job shadowing for employees in the regions and areas where further, direct employee development is required.
- Prepares Ministerial briefings, decision papers, financial management board submissions and other documents as required.
- Provides evaluation of current training programs, participates in program compliance audits and modifies as required.
- Researches, reviews and recommends new or improved legislation, policy, procedures, guidelines, regulations and standards related to training.
- Designs and develops program-related materials for staff and public.



2. Monitors the training needs of delivery staff to ensure staff competency and continuous development.

- Conducts training needs assessments to identify training needs of ISP staff.
- Evaluates current staff skills, knowledge and competencies related to ISP delivery.
- Assists in the development of training plans for trainees.
- Prepares annual and ad hoc training plans.
- Maintains records of those delivery agents who have met the statutory requirements and have been granted delegation of authority.
- Prepares reports for management with respect to the staff training progress.
- Recommends remedial or other training requirements (ie literacy, planning language, basic financial training) to ensure competencies of delivery staff.
- Promotes career development for Department and authority staff by researching available training opportunities and making this information available.
- Provides mentoring and consultative services to Client Navigator, Supervisors and Managers.

3. Develop and support the legislative, policy and operational framework of one or more program.

- Initiates and develops regulation amendments.
- Develops and documents program and service standards, best practices.
- Develops and implements delivery procedures.
- Develops process performance standards.
- Provides advice to delivery staff re: interpretation of legislation, regulations, policies and guidelines.
- Provides advice re: individual client files where complex issues exist.
- Recommends new initiatives to meet the needs of NWT residents.
- Identifies, assesses, and implements strategies to deal with risk management.

4. Develop and deliver Case Management and Administration System (CMAS) training to headquarters and community delivery agents.

- Develops and prepares training materials for comprehensive case management.
- Coordinates the logistics of training sessions.
- Confirms training has been received before access to CMAS is provided.
- Determines data access authorization levels.
- Participates in system development initiatives and coordinates testing of system changes.
- Develops user manuals.



5. **Delivers Income Security Programs in a Client Navigator role, as required, throughout the Northwest Territories**
 - Provides full range of Client Navigator training support as required.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

There is continuous pressure to meet deadlines and complete urgent tasks with a high volume of requests for assistance from delivery agents.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of Income Security Program delivery, client service information systems and adult training techniques.
- Knowledge of and sensitivity to government, department, and division practices as they relate to the political realities of operating in the public sector along with the dual responsibilities for customer service and financial accountability.
- Knowledge of and/or the ability to acquire and apply knowledge of northern issues as they affect ISP's with an ability to work effectively in a diverse northern environment.
- Skills relating to developing training materials in plain language for a varied adult audience.
- Ability to creatively and effectively organize, supervise and assess results of training events/projects.
- Ability to maintain current on outside departmental' training resources and funding opportunities.
- Skilled in the use of Microsoft (MS) Operating Systems, MS Office, Internet, Email programs with the ability to learn and use program related databases.
- Ability to pro-actively keep informed of issues and trends and to remain composed when under pressure from staff, clients, advocacy groups, elected officials, regional personnel, and management.
- Ability to write clear, concise briefs, analysis and correspondence.



- Ability to diffuse potentially contentious and/or sensitive situations, which could have repercussions at the political, internal, or public level.
- 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 post-secondary diploma, and three (3) years of experience delivering social programs or delivering training on social programs, including paid and/or volunteer.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

The incumbent must be able to successfully complete the Income Security Statutory Training and CMAS Training within an established timeframe (1-3 months).

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