



IDENTIFICATION

Department	Position Title	
Education, Culture and Employment	Executive Director, Francophone Affairs Secretariat	
Position Number	Community	Division/Region
71-13532	Yellowknife	Francophone Affairs Secretariat/HQ

PURPOSE OF THE POSITION

The Executive Director, Francophone Affairs Secretariat (Secretariat) is accountable for providing Northwest Territories (NWT) wide strategic leadership and management for the coordination, monitoring, evaluation, and reporting of government services related to French language services to Government of the Northwest Territories (GNWT) Departments, Boards and Agencies.

The Executive Director is responsible for supporting and advising the Minister Responsible for Official Languages on matters related to the Minister's Council on the Canadian Francophonie. The Executive Director is the primary liaison between the GNWT, the NWT francophone community and the Government of Canada's Department of Canadian Heritage with regards to French language services and communications.

SCOPE

Reporting to the Assistant Deputy Minister, Languages and Culture, the Executive Director is accountable for providing leadership and direction on governmental activities relating to French language services and communications in the NWT. The position guides the development of government legislation and policies and manages French language programs and the implementation of the GNWT Strategic Plan on French Language Communications and Services (Strategic Plan) and the Action Plan for French Language Services under the Canada-NWT Agreement on French Language Services.

The Executive Director is responsible for the management of the Secretariat. The Secretariat provides support and advice to the Minister Responsible for Official Languages and serves as a central support agency for GNWT departments, boards and agencies for French language communications and services within the GNWT.



The Executive Director is responsible for leading and monitoring the activities of GNWT departments, boards and agencies and the Legislative Assembly with respect to the provision of services and communications in French. The GNWT's obligations with respect to French language services and communications are contained in the *Official Languages Act* of the NWT and regulations. In carrying out these responsibilities, the Executive Director consults with senior government officials, including Deputy Ministers, the Languages Commissioner of the NWT, GNWT Legal Counsel, experts in other jurisdictions and at other levels of government, and the leaders of the francophone community. The incumbent must demonstrate vision and commitment to developing partnerships for the effective provision of French language services and communications.

The Executive Director has the lead role in representing the GNWT in negotiations on the Agreement on French Language Services.

The Executive Director is the main liaison between the GNWT and the NWT's francophone community and its representative organizations such as the Federation Franco-ténoise, and is responsible for keeping the GNWT fully informed of territorial and national francophone issues.

The Executive Director assists and advises the Minister Responsible for Official Languages with regard to matters for regular meetings between the Minister and francophone associations.

The Executive Director is the advisor to the Minister Responsible for Official Languages during meetings of the Ministers' Council on the Canadian Francophonie.

The Executive Director is responsible for the day-to-day management and administration of the human and financial resources of the Secretariat, which includes the French translation unit for the GNWT and Services TNO, the French language single window for service provision.

The Executive Director is responsible for coordination wherever possible with the Indigenous Languages Secretariat to ensure that both entities are aligned where possible and efficiencies and lessons learned may be applied across both secretariats.

Key to success in this position is the management and general oversight of intra and interdepartmental files and priorities. Thus, the Executive Director must work closely with program and senior managers of ECE and other GNWT departments in the facilitation of evidence-based decision making. The Executive Director must devise innovative and well-integrated solutions to complex problems. To this end, ECE expects all senior managers to do their part in the attainment of the following outcomes:

- Lateral, systems-wide thinking in support of program integration wherever possible;
- Holistic and multi-disciplinary approaches to complex problem areas;
- Leaner, more efficient service delivery;
- Well-defined project charters, including implementation plans and pre-approved



- budgets for larger departmental projects;
- Evidence-based decision-making;
- Solid research supporting ECE's mandate;
- Matrix management and inter-departmental collaboration;
- Transparent communication in support of public accountability;
- Clearly articulated roles and responsibilities between ECE, partners and stakeholders (i.e., improving the governance and accountability frameworks with ECE's partners);
- Strategic partnerships across sectors, communities, and government agencies.

Areas of responsibility in the Francophone Affairs Secretariat Division include:

French Translation Services (1 Manager + 7 staff):

French Translation Services is responsible for providing strategic French translation guidance and advice, and the operation and management of the French translation process for all GNWT departments, the Legislative Assembly and the institutions listed in the Government Institution Regulations of the NWT, as well as supervising and monitoring staff and contractors, and translating and revising complex and sensitive documents.

French Language Client and Advisory Services roles (4 staff):

These positions provide French Language advisory services and advice, leadership and expertise to GNWT departments, boards and agencies and the Legislative Assembly (Government Institutions) on matters related to French language communications, standards and services. The Francophone Affairs Secretariat Division also provides French language services and information to the francophone population of the NWT using a citizen-centered approach from the Single Window Service Centre in Yellowknife and through a toll-free telephone line.

DIMENSIONS

- Reporting Positions 6 direct, 7 indirect
- GNWT budget of \$2,719,000
- Federal budget of \$6,100,000
- Compensation and benefits: \$2,151,000
- Operations & Maintenance: \$399,000
- Grants & Contributions: \$169,000

RESPONSIBILITIES

1. Develops and leads the implementation of French language communications and services policies that address the needs of the GNWT and of the NWT's francophone population.

- Develops, recommends, and administers French language policies and priorities that produce a satisfactory climate for the growth of French language services and



communications within GNWT departments, boards, and agencies consistent with the philosophy of the GNWT.

- Ensures that viable policy options on French language services and communications are carefully developed for Ministerial consideration so that the GNWT's position can be articulated from a strong policy basis.
- Ensures that French language policies, standards, programs, and services across the GNWT are consistent with GNWT goals, objectives, and priorities.
- Consults with the Minister, Deputy Minister, senior government officials, leaders of the francophone community and other agencies on issues, positions, and strategies.
- Liaises regularly with the Language Commissioner of the NWT on matters pertaining to French language services.
- Researches and/or directs research and analysis into government changes and/or initiatives and communications, keeping all senior levels of government briefed on the need for francophone involvement with respect to these initiatives while balancing the needs of all stakeholders, and recommending changes to policies, procedures or regulations to meet the needs identified.
- Ensures compliance audit of French language communications and services applicable to all government institutions.
- Provides advice and input to Deputy Minister, Education, Culture and Employment and other Deputy Ministers on the implementation of French language services.
- Ensures that the Secretariat remains abreast of and where possible utilizes current technology in support of its mandate.

2. Provides expert strategic advice and recommendations to support senior GNWT decision-makers on GNWT service and communication with the francophone population.

- Provides expert strategic advice, recommendations, and support to GNWT government departments, boards and agencies and the Legislative Assembly with respect to French language policies and measures required to meet legislative objectives and government policy priorities.
- Provides advice and recommendations on the implementation of French language services and communications obligations under the *Official Languages Act* and regulations and the Canada-NWT Agreement on French Languages.
- Provides written and oral briefings to the Deputy Minister, other Deputy Ministers, Ministers, Members of the Legislative Assembly, and senior government officials as required to ensure effective progress is maintained.
- Ensures that the Deputy Minister, other Deputy Ministers, Minister, and senior government officials have up-to-date and accurate materials for meetings by coordinating briefing materials, presentations and speaking notes.
- Participates on Deputy Minister-level committees as a special member when the subject matter is related to or may have an impact on French language services and



communications.

- Leads and participates in Minister's Council on the Canadian Francophonie initiatives, meetings, committees, and working groups with respect to relevant initiatives.
- Provides strategic advice to the Minister Responsible for Official Languages during Minister's Council on the Canadian Francophonie. This includes strategic engagements with officials and working group members as well as relevant francophone organizations to prepare for these meetings. These engagements can affect the position taken by the GNWT as well as communications approaches on issues.
- Assists and advises the Minister Responsible for Official Languages with regard to matters for regular meetings between the Minister and francophone associations.
- Chairs the French Language Services Coordinating Committee and develops orientation programs for the French Language Service Coordinators in GNWT departments, boards and agencies.

3. Leads the Francophone Affairs Secretariat.

- Directs the design, development, planning for and evaluation of French programs and services which are tailored to the ongoing and changing needs of the francophone community, given the limited resources available.
- Implements, monitors, evaluates, and renews the Strategic Plan.
- Provide advice to the Management Board Secretariat on the distribution or the reallocation of funding to GNWT departments, boards, agencies, and the Legislative Assembly to meet their requirements for French language services delivery and communications materials, monitors, and reports on the use of this funding.
- Prepares, implements, and reports on strategic and operational plans, and associated budgets, for the Francophone Affairs Secretariat.
- Ensures that the translation services provided meet the needs of GNWT departments, boards, agencies, and the Legislative Assembly in terms of quality, consistency, and timeliness.
- Ensures that Services TNO meets the needs of the francophone community for single-window access to GNWT's programs and services.
- Participates in the senior management committee of the Department of Education, Culture and Employment and works collaboratively with all staff.
- Contribute to the Department's strategic and fiscal planning including the development of business and capital plans.
- Manages the Francophone Affairs Secretariat' financial and human resources and related program and operational matters, including recruitment, staff training, and guidance.
- Prepares submissions to central agencies, including those required by the Department of Finance and Cabinet.



- 4. Receives formal complaints from the francophone community with respect to services and communications in French.**
 - Acts as a liaison between government departments and individuals and groups from the francophone community concerning specific services required and the resolution of community or individual complaints with respect to French language services and communications.
 - Records, monitors, and reports on complaints received.
 - Recommends action to resolve complaints to French Language Service Coordinators in other GNWT departments, boards and agencies and follows up to ensure that complaints are resolved to the satisfaction of all parties.

- 5. Represents the GNWT on a territorial and national level with regard to funding agreements, French language communications and services and francophone affairs.**
 - Negotiates and cooperates with the Government of Canada's Department of Canadian Heritage on a variety of agreements and is accountable for the implementation of these agreements, their evaluation and an annual report submitted to Canadian Heritage and tabled in the Legislative Assembly.
 - Negotiates, manages, and administers any GNWT agreements with provincial/territorial governments regarding French language communications and services in accordance with Executive Council and Ministerial direction.
 - If required by the Minister Responsible for Official Languages, represents the GNWT at the Minister's Council on the Canadian Francophonie.
 - Represents the GNWT at other territorial, national and international organizations related to the promotion of French language culture and services.
 - Represents the GNWT at regular meetings with federal, provincial, and territorial counterparts to discuss French language issues of interprovincial and national scope and plans the annual Ministers' meeting.
 - Makes presentations to the francophone community, other agencies, and interest groups.
 - Promotes the French language within the NWT and supports the French language community to develop and promote French as an official language of the NWT.

- 6. Establishes and maintains strong working partnerships with francophone community organizations and the francophone community at large.**
 - Builds and sustains a partnership relationship with the francophone community to support the delivery of French language services and communications and to proactively identify and address community concerns. This requires the Director to act with discretion and diplomacy in dealing with materials and matters of a confidential and politically sensitive nature.
 - Meets regularly, formally, and informally, with the francophone community regarding the provision of French language communications and services.



- Develops and maintains an extensive network of contacts with the federal and provincial governments, territorial francophone associations and communities, and other interest groups.
 - Establishes and maintains effective communication channels with the NWT and Canadian francophone communities, keeping the GNWT fully informed of French language and culture issues and priorities, preparing government responses/recommendations, and representing the GNWT as needed.
- 7. As required, act as a spokesperson for the Department of Education, Culture and Employment with the media on matters related to French Language Services.**
- 8. Uphold and consistently practice 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.**

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual demands.

Sensory Demands

No unusual demands.

Mental Demands

The Executive Director works with Deputy Ministers and senior staff who may have divergent perspectives and demands. The Executive Director is seen as the expert and is required to resolve problems and provide answers under tight deadlines while managing competing priorities.

Travel is required within the NWT and to other jurisdictions. On average, the incumbent will travel within the NWT twice a year for a period of two days per trip and outside the NWT four times per year for a period of four days per trip.



KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of legislation, regulations and policies that pertain directly to the delivery of French language services and a general knowledge of other legislation, and regulations that effect French language services.
- Knowledge of the *Canada-NWT Agreement on French Language Services*
- Ability to acquire knowledge of the NWT's francophone community and organizations, including the history of the relationship with the GNWT, available programs, and current concerns.
- Written and verbal communication skills in both French and English.
- Knowledge of public/media relations skills.
- Leadership skills to effectively lead and motivate staff
- Strategic thinking skills and judgment.
- Problem-solving skills to deal with a variety of issues, many of which are immediate, sensitive and potentially controversial.
- Communication skills, including negotiation and diplomacy, in order to calmly and assertively express and defend the views of the GNWT.
- Computer skills including the use of the Microsoft Office suite, Outlook or other email programs, and Oracle-based financial and human resource management software
- Organizational skills and the ability to handle a high volume of information and meetings.
- Financial planning and budget management skills.
- Ability to build and maintain good working relationships with colleagues throughout the GNWT and with partners from other governments and organizations.
- Ability to effectively represent the GNWT and its position accurately and professionally.
- Ability to maintain discretion and diplomacy in dealing with materials and matters of a confidential and politically sensitive nature, which will have significant impact on relations with the francophone community and the federal government.
- Ability to work productively in a cross-cultural environment.
- Ability to facilitate close lateral cooperation amongst departmental staff, GNWT departments, boards and agencies, and federal, provincial and territorial governments.
- Ability to critically analyze, organize and apply information gathered through research.
- Ability to manage human and financial resources in a results-based model.
- 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 Bachelor's degree in Political Science, Public Administration or a related field, and five (5) years of experience in policy development associated with French languages services and communications, including three (3) years of experience managing people and financial



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: Indigenous Language - Not Specified

- Required
- Preferred