



IDENTIFICATION

Department	Position Title	
Education, Culture and Employment	Programs Administrator	
Position Number	Community	Division/Region
71-14033	Yellowknife	North Slave

PURPOSE OF THE POSITION

The Programs Administrator supports the effective delivery of programs and services in accordance with Northwest Territories (NWT) Acts, regulations, policies.

SCOPE

Reporting to the Financial Planning and Budget Officer, the Programs Administrator works in the Regional Education, Culture and Employment (ECE) Service Centre (North Slave) in Yellowknife. The Centre administers Income Security, Early Childhood, Career Development and Apprenticeship, Trades and Occupational Certification (ATOC) programs and services throughout the region.

This position is the first point of contact for clients coming into the Centre. The Programs Administrator provides first level support to clients; conducts need assessments; screens program applications; provides general information and assists clients to explore and take advantage of ECE programs and services. The incumbent provides direct support to program areas when required and provides support for administrative and finance functions in the region.

The Program Administrator is required to work within regular deadlines and adjust competing priorities in the provision of services and supports to ensure that timely and efficient assistance is offered to individuals, families, and communities in the region.

The incumbent works with clients who are experiencing difficult life circumstances, and will occasionally be required to defuse emotional situations in a calm, respectful manner.



RESPONSIBILITIES

1. Conducts needs assessments and provides program support to members of the public.

- Responds to general inquiries and requests for information in-person, over the telephone and via email to NWT residents applying for ECE programs and services.
- Determines client needs through interviews and makes appropriate referral to program staff, Regional Management or another agency.
- Reviews application packages for Income Security Programs (Income Assistance and Senior Home Heating Subsidy) with clients to ensure that all required information is included and assists clients to complete forms and obtain missing information.
- Acts as a Client Navigator, as and when needed.
- Assists clients to find a complete range of resources to meet their needs.
- Ensures clients are fully informed of all program criteria, deadline dates, application forms, required documentation and assessment timeframes.
- Reviews Apprenticeship, Trades and Occupational Certification (ATOC) documentation, verifies completeness and identifies missing information.
- Accepts and enters ATOC Time Credit Sheets into the Case Management Administrative System (CMAS).
- Accesses the CMAS system to answer client inquiries and add contact information..
- Issues Income Assistance payments for utilities.
- Assesses any disruptive, suspicious or potentially threatening situations and uses judgment to initiate effective course of action.
- When required, refers emergency situations to Regional Management.

2. Maintains the Service Centre in a user-friendly manner and contributes to the development of material to increase the profile of ECE programs and services.

- Maintains the display stands containing public brochures, booklets, and reporting documents to ensure information availability to clients and the public.
- Develops signs or other mechanisms to assist clients to use resources.
- Ensures the computers are in working order.
- Contributes to the development of materials such as brochures and pamphlets to promote Service Centre activities.

3. Provides administrative support to the Centre to facilitate and expedite program activities, staff functions, distribution and recording of confidential documents within generally accepted office procedures and Department policies.

- Receives deliveries, telephone calls, faxes, electronic and regular mail, and records and distributes all to the appropriate program officers or managers.



- Maintains a tracking system to record all incoming documents received and distributed to various program officers.
- Schedules, confirms, coordinates and changes client appointments as required.
- Recommends revisions of office procedures and works with the regional management team in implementing changes to improve the day-to-day operations.
- Arranges for equipment repairs and procurement with vendors.
- Monitors inventory levels and places orders for supplies or services as required
- Assists with training of casual employees and summer students as required.
- Prepares correspondence, reports, statements and other materials for Regional Management.

4. Provides support for finance functions in accordance with the *Financial Administration Act* and the *Financial Administration Manual*

- Provides support to the Financial Planning and Budget Officer position, including but not limited to verifying and data entering financial documents (purchase orders, supply requisitions, requests for billing, purchase order changes), ensuring copies of all documents are distributed to program staff, and updating program statistics and payment tracking spreadsheets.
- Assists in the coordination of duty travel documents, including booking hotel and airline reservations for staff that do not have corporate travel cards.
- Assists staff with orientation in entering time reporting into PeopleSoft HR in accordance with GNWT leave and attendance procedures.
- Receives funds in accordance with cash drawer procedures.
- Releases and prints Income Assistance benefits payments and disperses them for mail or pick up.

5. Maintains departmental records management system

- Maintains all records in accordance with requirements under the Operational Records Classification System (ORCS), Administrative Records Classification System (ARCS) and Digital Integrated Information Management System (DIIMS).
- Initiates record management, storage and retrieval of departmental records.
- Ensures staff are advised of correct records management procedures.
- Works closely with ECE Headquarters staff to ensure ORCS and ARCS are implemented correctly.
- Responds within applicable timelines to all *Access to Information and Protection of Privacy (ATIPP)* requests, according to established protocols.
- Works closely with Infrastructure staff to ensure orderly record storage, retrieve, and shipping to the warehouse.



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

- Ability to gain and apply knowledge of Income Security Programs including those administered by ECE, other GNWT Departments, other Governments, and agencies.
- Knowledge of and/or the ability to acquire knowledge of Departmental programs and services, as well as other funding sources such as Employment Insurance (EI), various Pension Plans, Income Tax, and the Canada Child Benefit.
- Knowledge of and/or the ability to acquire knowledge of the different community based agencies and resources available to appropriately refer clients.
- Ability to acquire and utilize knowledge of financial systems and accounting practices, and file management systems.
- Communication skills, including writing, empathetic listening, conflict resolution, providing feedback, questioning, paraphrasing and interpreting verbal and non-verbal information.
- Computer skills, including familiarity with Windows-based programs, word processing, spreadsheets, communications software and basic trouble-shooting.
- Decision-making, problem solving, planning, time management, calculating, record keeping and report writing skills.
- Ability to exercise self-control in challenging situations.
- Information seeking, teamwork and cooperation, relationship building, and adaptability skills.
- Client service skills, including valuing diversity, treating all clients fairly and equally, being flexible, and maintaining confidentiality
- Ability to navigate potentially confrontational and sensitive situations both in person or over the telephone using tact, diplomacy and interpersonal skills.



- Ability to interact effectively and positively with the public in determining their needs and directing them to appropriate people resources.
- Ability to learn and effectively use various administrative and financial systems, including the GNWT Financial Administration Manual (FAM), and the System for Accountability and Management (SAM).
- Ability to commit to 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 Certificate in Social Sciences or Business Administration, one (1) year of experience in a customer service or administrative environment.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

A valid Class 5 Driver's License is a mandatory requirement.

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