



## IDENTIFICATION

| Department                        | Position Title                       |                 |
|-----------------------------------|--------------------------------------|-----------------|
| Education, Culture and Employment | Regional Manager, Career Development |                 |
| Position Number                   | Community                            | Division/Region |
| 71-15240                          | Norman Wells                         | Sahtu           |

## PURPOSE OF THE POSITION

The Regional Manager, Career Development is accountable for planning, directing, controlling and evaluating the delivery of Career and Employment development, Apprenticeship, Literacy and Labour Market Agreement programs and services, in accordance with the Government of the Northwest Territories Acts, regulations and departmental policies, to maximize employment and education opportunities for applicants in the Region and to ensure accountability and results.

## SCOPE

Located in Norman Wells, the Regional Manager, Career Development (Manager) reports to the Regional Superintendent, and leads the delivery of career and employment development programs for the Region and ensures that an integrated case management approach for clients, including Income Assistance and Apprenticeship is incorporated into the development and delivery of programs. The Manager participates with other Departments, Indigenous Government and Organizations; NGO's and outside agencies and the Federal Government to plan and develop integrated approaches to labour market programing that make the best use of available resources. This position leads the development of annual regional plans based on labour market trends and consistent with the Department's objectives.

This position manages a budget in excess of \$2.3M and has revenue authority of \$50K allocated to provide effective delivery of Career and Employment programs and services. The Manager has spending authority up to \$50K and can negotiate contributions up to \$150K. The Manager is accountable for the spending and control of public funds, the actions of staff and the overall delivery of Education, Culture and Employment's (ECs) programs.

Effective career development programs and services enhance the credibility of the Department and contribute to the development of a skilled northern workforce.



The Manager ensures the provision of service coverage to five communities and supervises Career Development Navigators in Hay River and Fort Smith. The incumbent acts on behalf of the Regional Superintendent as required and actively participates in and contributes to the success of the regional management team.

The South Slave differs from other regions in that there are two Service Centres located in two separate regional centres - Hay River and Fort Smith. The Manager is located in Hay River and as the senior departmental representative is responsible for the on-going day to day operations of the Hay River Service Centre by coordinating building maintenance with the Department of Infrastructure , arranging for vehicle maintenance and coordinating the appropriate response to any building situations that may arise. The incumbent prevents destruction or serious deterioration of machinery, equipment and premises.

The Manager is accountable for the appropriate expenditure of public funds, the actions of staff and the overall delivery of ECE's programs. Effective leadership to career development programs and services enhance the credibility of ECE and contributes to the development of a skilled northern workforce.

## **RESPONSIBILITIES**

### **1. Provide leadership to the unit and regional partners to ensure a coherent system of labour market programs and services is available to the public.**

- Establish a rationale and methodology for an integrated system of labour market programs.
- Analyze and evaluate program and service delivery structure on a continuous basis in order to develop and implement new or revised career development programs or services designed to improve services.
- Consult with non-government organizations, government departments, Indigenous organizations, communities and private sector to identify opportunities for cost of sharing and to ensure programs are meeting needs of client groups.
- Develop a comprehensive plan to coordinate programs at the regional and community levels, including new systems, processes and procedures for service delivery.
- Ensure staff have realistic, documented plans flowing from the region's comprehensive plan.
- Ensure procedures are in place to ensure maximum benefit from career development and employment programs.

### **2. Manage the delivery of ECEs training and employment programs, including Employment Insurance Benefits and Measures.**

- Provide direction and guidance to Career Development Navigators to ensure programs are delivered in accordance with established policies and procedures.



- Provide direction and guidance and interpret policy for staff involved with direct delivery of career development programs.
  - Lead the development of partnerships with other groups to create innovative projects.
  - Develop, implement and evaluate pilot projects, while promoting partnerships and departmental objectives.
  - Support the federal-territorial reporting process by ensuring that required performance measures are collected and stored in the department's Case Management Administration System (CAMS).
  - Provide recommendations to Regional Superintendent for program/policy changes.
- 3. Provide community support and facilitate ongoing community capacity building activities in the Region.**
- Arrange for the presentation of Departmental programs and services to different community groups.
  - Provide detailed plans to the Regional Superintendent, based on recommendations from community groups, staff and various stakeholders, both inside and outside Government designed to improve the design and implementations of training and employment programs offered at a community level.
  - Participate as the department's representative in regional/community needs assessments by working with partners.
  - Act as an advisor on departmental programs to support community/regional implementation of strategies, policies and programs.
- 4. Manage the delivery of career services to ensure quality and accessibility.**
- Ensure career and employment counselling is available in all communities, either through Career Development Navigators, or third-party contracts.
  - Support and encourage staff in the delivery of group workshops, information sessions, community presentations and special events such as career fairs and apprenticeship week activities.
  - Ensure career resources library is accessible and that resources are current and relevant.
  - Monitor and evaluate client satisfaction of career services.
- 5. Manage the annual Labour Market, Career Development and Apprenticeship Training Budget.**
- Coordinate annual budget development and monthly analysis of expenditures in accordance with GNWT financial acts, regulations and policies.
  - Analyze monthly statements of expenditure, commitments and free balance for each of the activities within the Career and Employment Development Programs and recommend changes to the Regional Superintendent.



- Prepare and analyze detailed reports based on program, task and objective for comparison to annual main estimates.
- Review and monitor spending authority for payment/invoices against budget/funding allocations to verify sufficient funds are available for specific activities (i.e. prepare and review quarterly variance reports).
- Prepare documentation for contracts and contribution agreements (Terms of Reference, Request for Proposals, Contacts, Contribution Agreement, Service Contracts) in accordance with Government of the Northwest Territories (GNWT) contracting and contribution guidelines.
- Review Contracts and Contribution Agreements and contracts for completeness and accuracy and ensure invoices are consistent with approved expenditures within the contract/agreement.
- Communicate, share and discuss the implications of annual program budget, monthly expenditures reports, and quarterly variance reports with appropriate staff (i.e. Regional Superintendent).
- Prepare statistics as required.

**6. Provide leadership and supervision to staff to ensure programs and services are delivered in a consistent and professional manner.**

- Collaborate with the Regional Superintendent and ECE Directors to respond to inquiries through the Minister's Office and prepare a variety of briefing materials for various audiences including Deputy Heads, Members of the Legislative Assembly, Cabinet and committees.
- Monitor and evaluate staff performance and provide corrective action and feedback on levels of performance and expectations.
- Review and revise job descriptions where necessary to support program delivery.
- Coordinate annual leave plans for staff.
- Arrange for delivery of professional development for staff as needed, based on individual learning plans and changes to programs and services.
- Provide leadership in resolving workplace disputes and managing team dynamics by facilitating open communication, mediating conflicts, applying policies fairly, and fostering a positive, collaborative work environment.
- Participate as the unit lead in the recruitment and selection of Career Development Staff.
- Ensure the health and safety of workers and arrange for required safety training, monitoring and record keeping as required under the *NWT Safety Act and Regulations*.

**WORKING CONDITIONS**

**Physical Demands**

No unusual demands.



### **Environmental Conditions**

No unusual conditions.

### **Sensory Demands**

No unusual demands.

### **Mental Demands**

The incumbent is required to travel via vehicle and small aircraft and automobile to the communities within the Region for meetings and work supervision. The incumbent works in an environment where there are high public expectations, diverse client needs, frequent disruptions and deadlines.

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

- Knowledge of and/or the ability to acquire knowledge of the strategic goals and direction of the GNWT, ECE, Aurora College, Indigenous Governments and organizations and non-government organizations to provide context and direction for staff delivery of programs and services.
- Knowledge of and/or the ability to acquire and apply knowledge of NWT labour market, employment and training trends to ensure programs and services target client needs.
- Knowledge of career development, human resource development and adult learning theory and practices to ensure programs and services are appropriate for the client base.
- Communication, interpersonal, organizational, people management, time management, and analytical skills.
- Knowledge of the content and interpretation of the *Apprenticeship, Trade and Occupations Certificate Act*, Collective Agreement, Excluded Employee Handbook, the *Public Service Act*, the Human Resource Manual to support staff in making appropriate interpretations.
- Leadership and management skills to effectively manage, coach and supervise staff including the ability to evaluate worker performance.
- Knowledge of and/or the ability to acquire and apply relevant knowledge of generally accepted accounting principles (GAAP), and in the application of accounting theories and principles to ensure compliance with GNWT Financial legislation including the ability to analyze variance reports.
- Ability to acquire and apply knowledge of general contracting protocols to ensure compliance with the GNWT's *Financial Administration Act*.
- Computer skills including spreadsheets and word processing applications to convey financial information, including a facility with computerized financial data bases.
- 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 degree and three (3) years of experience in the career development field including one (1) year of supervisory or team lead experience.

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:** Indigenous Language - Not Specified

- ☐ Required
- ☒ Preferred