



IDENTIFICATION

Department	Position Title	
Education, Culture and Employment	Intern, Program Specialist	
Position Number	Community	Division/Region
71-16384	Yellowknife	Income Security Programs / HQ

PURPOSE OF THE POSITION

The Intern, Program Specialist, Income Security Programs, contributes to the development, evaluation, and delivery of Income Security Programs to eligible Northwest Territories residents.

SCOPE

Income Security Programs assist eligible Northwest Territories (NWT) residents to meet their basic financial needs and assist with post-secondary educational expenses through student financial assistance programs. The department administers approximately \$40 million in assistance to NWT residents through a number of social and financial assistance-based programs. Income Security Regional Managers and Client Navigators in the Education, Culture and Employment (ECE) Service Centers deliver these programs with the exception of Student Financial Assistance (SFA), which is delivered in Yellowknife by staff in the Income Security Programs Division.

Located in Yellowknife and reporting to the Manager, Income Security Programs, the Intern Program Specialist (Intern) contributes to developing and interpreting the framework for the introduction, administration, evaluation, and delivery of one or more Income Security Programs(s).

This position impacts all divisional staff, program delivery staff and program recipients via involvement in the development, implementation, and delivery of Income Security Programs.

The Intern assists the Program Specialist, and the Trainer, Income Security Programs to ensure that delivery agents receive adequate training related to these programs.



This position requires the Intern 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.

The Intern will experience a continuous pressure to meet deadlines and complete urgent tasks with a high volume of requests for assistance from delivery agents.

This position involves regular contact with senior management, government personnel from various jurisdictions, agencies, special interest groups, and stakeholders concerning sensitive political issues.

RESPONSIBILITIES

1. Under the general direction / review of the Manager, Income Security Programs develop the legislative, policy and operational framework of one or more programs.

- Initiate and develop regulation amendments.
- Develop and document program and service standards, best practices.
- Develop and implement delivery procedures.
- Develop process performance standards.

2. Under supervisory review, support the delivery of programs by participating in interpreting program legislation, policies, and guidelines.

- Provide insights and considerations to delivery staff re: interpretation of legislation, regulations, policies and guidelines.
- Provide insights and considerations re: individual client files where complex issues exist.

3. Assist in the evaluation, monitoring, and reporting on program activity.

- Under the direction of the Manager, and appropriate stakeholders, develop for review, a comprehensive plan and process to ensure systematic monitoring, reviewing and evaluation of Income Security Programs.
- Conduct program evaluation, identify problems and make recommendations regarding legislative, policy or procedural changes.
- Refer files for investigation where suspected financial irregularities are detected.
- Coordinate the collection of monitoring, review and evaluation reports, collating and analyzing these reports, and sharing these results with the appropriate stakeholders.
- Report on program delivery goals and operational plans.
- Prepare for supervisory review, briefing notes, decision papers, option papers, Financial Management Board (FMB) submissions and reports to stakeholders.
- Review and monitor new and ongoing agreements.



- 4. Participate in setting strategy direction for the programs in the context of all income security, education and employment programs and initiatives in the NWT.**
 - Recommend new initiatives to meet the needs of NWT residents.
 - Conduct and review research materials on programs for Seniors and Persons with Disabilities
 - Participate in territorial and interjurisdictional working groups related to Income Assistance matters specific to Seniors and Persons with Disabilities
- 5. Promote the program.**
 - Assist the team with designing and developing all program-related materials for staff and public.
 - Initiate for review the response to information requests.
 - Work with regional offices and ECE Public Affairs Office to ensure ongoing, timely newspaper and radio ads are created and placed.
 - Participate in the designs and development of program information for website and social media platforms.
- 6. Under supervisory review, and with the support of ECE Information Systems Section, administer Income Security modules of Case Management and Administration System (CMAS).**
 - Determines data and system requirements.
 - Utilize a quality control program for data control and manage data verification activities.
 - Determine data access authorization levels.
 - Participate in system development initiatives and coordinate testing of system changes.
 - Identify and seek ways to address problems with current systems.
 - Develop user manuals.
- 7. Participate in risk management activities, and report accordingly.**
 - Assist in identifying risks and sources of uncertainty.
 - Assess risks identified for their relative importance.
 - Assess and receive approval to implement strategies to deal with risks and provide solutions.
 - Implement plan(s) of action, upon supervisory approval.
- 8. Participate in the delivery of Income Security programs, as required, throughout the Northwest Territories.**



WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

The incumbent will experience interactions involving hostile, angry, or uncooperative clients, and will be required to conduct business with people from various cultural backgrounds and a multitude of expectations who may be resistant to conforming to government requirements.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of and/or the ability to acquire and apply knowledge of income security programs as they relate to the government, department, and division goals, as well as all governing legislation, regulations, policies, guidelines, and procedures.
- Ability to acquire knowledge of Government of the Northwest Territories (GNWT), department, and division practices as they relate to the political realities of operating in the public sector.
- Ability to acquire knowledge of relevant GNWT, department, and division legislation, policies, and procedures.
- Ability to acquire familiarity with practices in other jurisdictions regarding income security programs.
- Research and analysis skills.
- Planning, organizing and time management skills.
- Oral communication skills and the ability to interact with people one-on-one, in small and large group settings: with people from various cultural backgrounds; with the public, staff, and government personnel.
- Written communication skills and the ability to learn where needed including original correspondence, standard reports and briefing notes, original proposals/position papers, and procedure documentation.
- Ability to be aware of and to use significant discernment when considering whether to respond to potentially contentious and/or sensitive situations, which could have repercussions at the political, internal, or public level.
- Ability to work in a complex environment providing a service while monitoring activity.



- Ability to pro-actively keep informed of applicable issues and trends.
- Ability to remain composed when under pressure from staff, clients, advocacy groups, elected officials, regional personnel, management, etc. to meet their demands and expectations.
- Client service orientation combined with an ability to form collaborative networks.
- Ability to listen, understand and respond appropriately to clients who are upset or seeking advice.
- 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, preferably in Sociology, Social Work or Political Science.

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 record 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