



IDENTIFICATION

Department	Position Title	
Education, Culture and Employment	Director, Income Security Programs	
Position Number	Community	Division/Region
71-7103	Yellowknife	Income Security Programs, HQ

PURPOSE OF THE POSITION

The Director, Income Security Programs is accountable for providing system-wide leadership, strategic planning, development, design, implementation, delivery and evaluation of income security programs to eligible residents of the NWT. This position works within a legislative and policy framework and carries out its responsibilities in accordance with NWT acts, regulations, policies and departmental procedures.

SCOPE

The Director, Income Security Programs is based in Yellowknife and reports to the Assistant Deputy Minister, Labour and Income Security.

This Director is broadly responsible for the delivery of Income Security Programs offered by the Department of Education, Culture and Employment (ECE). Income Security Programs assist eligible NWT residents to meet their basic financial needs and assists with post-secondary educational expenses through student the financial assistance program. ECE administers approximately \$55 million in assistance to NWT residents through a number of social and financial assistance based programs. ECE also administers a student loan revolving fund up to a limit of \$45 million.

The Department's long-term vision is to create a system of financial support and incentives to increase participation in the social, economic and cultural activities of the Northwest Territories.

A key function of the Department is to ensure the basic needs for food, shelter, clothing and supplementary benefits are met for those residents of the Northwest Territories who cannot provide for themselves. The incumbent ensures that program policies are interpreted consistently and in an equitable manner and that financial assistance provided is in compliance



with the applicable Act and its regulations. The incumbent will assist with the description of systems and procedures as well as providing advice on regional and headquarters organization structures necessary to support program delivery. The incumbent is also responsible for ensuring that all eligible students receive appropriate financial support to ensure an ever-increasing educated Northern population. The incumbent will provide advice and develop plans for integration of income security programs and will assist in harmonization activities with other Departments.

Key to success in this position is the management and general oversight of intra and inter-departmental files and priorities. Thus, the incumbent must work closely with program and senior managers of ECE and outside of ECE in the facilitation of evidence-based decision making. The Director must devise innovative and well-integrated solutions to complex problems. To this end, ECE expects all 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); and
- Strategic partnerships across sectors, communities and government agencies.

As a member of the senior management team, the incumbent will be directly involved in undertaking planning activities to support the departmental business planning. These actions will include the review and adjustment of existing programs and services so as to ensure that income security activities are consistent with the goals and objectives described in the plan. The incumbent will be expected to develop and propose new approaches to the provision of income security, which will assist in achieving these goals.

The Director works within a regulated environment and must work in accordance with the *Social Assistance Act*, *Student Financial Assistance Act*, *Senior Citizens Benefit Act*, *Income Tax Act*, *Post-Secondary Education Act*, and the *Financial Administration Act*. The Director also works within an unregulated environment that may be guided by broad direction from the Legislative Assembly. The incumbent is given significant independence and decision-making authority within the legislation needed to achieve strategic policy and operational results.



The Director is appointed by the Minister of ECE as the Director of Social Assistance under the *Social Assistance Act*, and as the Director of Senior Citizens Benefits under the *Senior Citizens Benefit Act*.

Areas of responsibility in the division include:

Income Security Programs

This section is responsible for the research, program planning, development, monitoring and evaluation of income security programs in accordance with territorial legislation. This section also provides support to the Regional ECE Service Centres to ensure effective and efficient delivery of programs.

Student Financial Assistance

This section is responsible for the management and delivery of the Student Financial Assistance program. The section is responsible for the effective and efficient delivery of programs and supports for students attending post-secondary education institutions

Divisional Financial Services

This section is responsible providing a full range of financial, accounting, and automated system services in support of the financial administration of income security programs. This section also performance internal program, special and compliance auditing services related to income security programs.

DIMENSIONS

- Reporting Positions 19 (4 direct, 15 indirect, 1 functional)
- Compensation & Benefits (\$2.4M)
- Operations & Maintenance (\$43.3M)
- Grants & Contributions (\$15.7M)

RESPONSIBILITIES

1. 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.
2. Provide expert advice and support to a variety of stakeholders related to the territory's system of financial support and incentives to increase participation in the social, economic and cultural activities of the Northwest Territories.



3. Lead the negotiation of agreements with the federal government, other departments within the territorial government, the private sector and community groups and organizations for the delivery of income security programs.
4. Direct the development, implementation, monitoring, and evaluation of regulations, directives, standards, and procedures governing the delivery of programs and services in income security, which are responsive to the cultures, traditions, and languages of the Northwest Territories.
5. Direct the assessment, monitoring, and forecasting of the need/demand for programs and services in income security, and manages the strategic and fiscal planning required to meet emerging and/or unmet needs.
6. Provide leadership, direction and advice to the Regional ECE Service Centres, to facilitate the effective, efficient and responsive delivery of income security programs and activities to NWT residents.
7. Lead the development of strong, effective partnerships and alliances with Aurora College, training institutions, GNWT Departments, Indigenous Governments and Organizations, non-government organizations, and other stakeholders and partners, and provides inter-departmental and external public relations.
8. Lead the development and revision of all legislative and policy initiatives related to income security programs, consistent with the goals, objectives, and priorities of the Government of the Northwest Territories and its Cabinet.
9. Lead the development and monitoring of strategic initiatives to support the Department's mission and goals.
10. Lead consultation and engagement activities with a wide range of partners and stakeholders to foster positive community awareness and opinion in relation to income security programs.
11. Direct high level research, reviews and and evaluations to determine the outcomes and cost-effectiveness of programs and services in income security.
12. Provide senior level expertise, advice and strategic recommendations to the Deputy Minister and Assistant Deputy Minister on legislation, policies and initiatives related to income security programs and services. This will include Ministerial briefing notes, Cabinet and Financial Management Board submissions, correspondence and reports.



13. Lead the Division's strategic and fiscal planning, including the development of annual priorities and operating plans, main and capital estimates, monitoring and forecasting of expenditures, variance reporting, year-end activities and contracting functions, and collection of student loans.
14. Lead the Division's human resources, including recruitment, staff training, career guidance, performance evaluation, and succession planning.
15. Represent the Department on a wide range of intra-governmental and inter-governmental committees dealing with social assistance, social services, seniors and disability benefits and student financial assistance.
16. Participate as a member of the Department's senior management team.

WORKING CONDITIONS

Physical Demands

No unusual demands

Environmental Conditions

No unusual conditions

Sensory Demands

No unusual demands.

Mental Demands

Some travel may be required, and the incumbent will encounter deadlines and competing priorities.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to acquire knowledge of the NWT and federal social/political environment.
- Knowledge of national and territorial legislation, policies and standards concerning income security programs.
- Ability to acquire knowledge of policies, procedures, social work principles, practices and standards relating to Income Security Programs in the NWT
- Knowledge of program planning, development and evaluation.
- Knowledge of management and leadership theories and practice in order to manage and motivate a range of professionals;
- Ability to acquire knowledge of northern culture and the environment;



- Knowledge of global trends and developments in Income Security programs
- Knowledge of project management and the ability to lead large and complex projects from development to implementation.
- Knowledge of strategic planning, budgeting, and program management
- Knowledge of human resource, financial, and operational management practices
- Oral and written communication skills and experience preparing presentations, briefing notes, charts and graphs, reports and publications for a wide variety of audiences.
- Judgment and problem-solving skills to deal with a variety of issues, many of which are immediate, sensitive and controversial
- Planning and organizational skills to translate the government and departmental vision into achievable goals and actions
- Ability to assess and link short term tasks to long term strategies/policies, and determine long term impacts and opportunities.
- Ability to build and maintain excellent working relationships with colleagues in the GNWT, with colleagues working across multiple systems in ECE, and with partners outside of government
- Ability to lead a multi-faceted, professional team in a cross-cultural environment.
- Ability to manage a variety of diverse work assignments and projects in a rapidly changing environment
- Ability to effectively represent ECE and its position accurately and professionally in a variety of consultations, meetings, presentations and other situations.
- Ability to act independently and anticipate issues and needs to provide support to staff, partners and stakeholders
- Ability to work effectively and diplomatically with a wide range of internal senior managers as well as external stakeholders and senior representatives
- Ability to make effective decisions involving multiple considerations.
- Ability to work under pressure and effectively delegate in an environment with compressed deadlines and multiple deliverables.
- 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:

Completion of a University degree in the social sciences or a related field and eight (8) years of related experience, including three (3) years of management experience.

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: Select Language

- ☐ Required
- ☐ Preferred