



IDENTIFICATION

Department	Position Title	
Education, Culture and Employment	Regional Superintendent	
Position Number	Community	Division/Region
71-7122	Yellowknife	North Slave Region

PURPOSE OF THE POSITION

The Regional Superintendent directs the planning, delivery and management of a broad range of employment, social, and educational programs and services for its clients through the Education, Culture and Employment Service Centres and community offices. The programs and services provided include Income Security, Career Development, Apprenticeship and Early Learning and Child Care.

SCOPE

The Regional Superintendent (Superintendent) reports to the Assistant Deputy Minister, Labour and Income Security and is expected to provide leadership and oversight in the delivery of the Department's programs and services.

The Incumbent is responsible for ensuring that high quality programs and services are delivered in an effective, efficient and financially accountable manner that supports the Department's and the Legislative Assembly's priorities and mandate. This position provides leadership to the region and to the department as a member of the Executive Management Committee.

The Superintendent is accountable for ensuring the health and safety of all employees at the regional worksites and ensuring that the Department is in full compliance with the terms of the *NWT Safety Act* and Regulations.

The Superintendent is delegated full expenditure authority and the budget allocation for regional delivery is fully decentralized. The Superintendent is accountable to the Assistant Deputy Minister for overall performance in the delivery of regional programs and budget management. The Superintendent is part of the Regional Program Delivery team and provides support as required across the Department.

The Labour and Income Security Branch is highly decentralized in the delivery of its programs and services and is responsible for territory wide programs including Career and Employment Development, Apprenticeship, Employment Standards, Immigration, Income Security, and Early Learning and Child Care.

The Superintendent is the senior departmental representative in the region and leads the development and delivery of regional action plans that support NWT residents in participating fully in the northern economy. The Superintendent meets with First Nation and Indigenous government leaders on behalf of the Department, and often represents the Minister of Education, Culture and Employment at official ceremonies.

The Superintendent leads, directs and manages the regional Education, Culture and Employment offices to achieve departmental goals and objectives. This includes reviewing and evaluating results; allocating resources for greater program effectiveness and efficiency; developing plans and program objectives, and providing regional input into departmental business planning. The Superintendent provides regional input into policy and standards development.

This position functions within a legislative framework of GNWT Statutes and Regulations including but not limited to: *Education Act, Financial Administration Act, Social Assistance Act, Student Financial Assistance Act, Apprenticeship, Trades and Occupations Certification Act, Child Day Care Act, Part II of the Employment Insurance Act, and the Northwest Territories Safety Act.*

DIMENSIONS

- Reporting Positions (8 direct, 19 indirect)
- Compensation & Benefits (\$3.2M)
- Operations & Maintenance (\$12.7M)
- Grants & Contributions (\$6.6M)

RESPONSIBILITIES

1. Provide senior level expertise, advice and briefing materials to the Deputy Minister and Assistant Deputy Minister on labour, income security and early childhood activities and issues within the region, including on issues that are of a highly political and sensitive nature.
2. Oversee the implementation, delivery and evaluation of programs and services of the Regional ECE Service Centre to ensure that approved objectives and budgets are met in an efficient manner consistent with the operational policies and procedures of the Department.
3. Provide support and advice for labour development at the regional and community level including identifying potential and emerging opportunities, providing advice on the

development of training initiatives and proposals, reviewing applications or proposals for funding; directing industry and community partners to additional funding; and facilitating regional and community based education, training and employment partnerships.

4. Plan, direct and manage the delivery of career development and labour market programs and services to ensure that they meet the needs of residents, meet departmental standards, and are mobile throughout the region.
5. Provide effective and responsive management, delivery, monitoring and evaluation of programs and services under the *Apprenticeship Trades and Occupations Certification Act*.
6. Plan, direct and manage the delivery of Income Security Programs including the Income Assistance program (in accordance with the *Social Assistance Act*), and the Senior Home Heating Subsidy.
7. Plan, direct and manage the delivery of Early Learning and Child Care programs and services to ensure that they meet the needs of residents, meet departmental standards, and comply with licensing standards as established under the *Child Day Care Act*.
8. Lead the Region's strategic and fiscal planning, including the development of annual priorities and operating plans, main estimates, monitoring and forecasting of expenditures, variance reporting, year-end activities and contracting functions, and provide financial and administrative reports.
9. Establish close working relationships with the Department's Headquarters staff and officials and staff from other GNWT Departments to ensure a complete understanding of GNWT strategic direction and priorities and their relationship to ECE's strategic plan, departmental business plans, and departmental goals and objectives; and to Regional Agendas and Work Plans.
10. Contribute to the overall development of regional departmental goals through interdepartmental initiatives such as career development initiatives, capacity building initiatives, early childhood development initiatives, culture initiatives, labour market development, and initiatives related to Income Security.
11. Lead, facilitate, and coordinate initiatives to prepare for resource development, including strategic infrastructure projects, community development, and self-government.
12. Lead regional responses to inquiries through the Minister's Office (BF's), prepare a variety of briefing materials for various audiences, including the Deputy Minister, Members of the Legislative Assembly, Cabinet and committees. Briefings can be through approved Briefing Note format, power point presentations or verbal briefings.
13. Plan, administer and control budget for programs and services and regional administration.

14. Lead the Region's human resources, including recruitment, staff training, career guidance, performance evaluation, and succession planning
15. Participate on the Regional Management Committee to represent the department and coordinate regional and departmental initiatives with other Regional Superintendents.
16. Work in close collaboration with senior representatives from other GNWT departments, Federal departments and agencies, Indigenous governments and organizations, business and industry leaders, and regional and local organizations to maximize communication and information sharing, make the best use of available resources, and avoid duplication of programs and services
17. Cooperate with regional stakeholders; participate in planning and coordination of regional initiatives in accordance with GNWT Acts, regulations, and departmental policies. These initiatives could include but are not limited to: federal/territorial initiatives, indigenous government initiatives, community capacity building initiatives, community development initiatives.
18. Participate as a member of the Department's senior management team.

WORKING CONDITIONS

Physical Demands

Most of the incumbent's time is spent in a sitting position with frequent opportunity to move about.

Environmental Conditions

The incumbent may travel several times per month within the region to attend meetings and make presentations. Travel may be by small aircraft or by vehicle, driving alone and at very early or late hours, in seasons when roads are poor and weather conditions severe.

Sensory Demands

Given the expectation to partner and co-ordinate activities with community groups and other governments, attending meetings with a range of participants is, at the least, a weekly activity. Participants at these meetings may disagree with GNWT policy or have hidden agendas. The ability to read body language and to determine the ambience of the meeting is necessary to the success or results of the meeting. This would involve listening skills, visual cues and intuition.

As well, senses are also important when dealing with clients who may be under the influence of alcohol or drugs. Smell, sight and hearing will help in the decision as to how best to deal with this client. These situations can occur almost daily in ECE Service Centres.

The incumbent spends a fair amount of time on the telephone and in person dealing with clients, regional partners and stakeholders including aboriginal and community

governments and their staff providing guidance and direction and resolving a wide variety of issues. This often requires a fair amount of tact and diplomacy. The incumbent is required to concentrate and exercise vigilance in order to discern issues at hand in the course of duties to be able to respond to crisis/pressing situations.

Mental Demands

The incumbent works in an environment in which there are high public expectations, diverse client needs, and numerous program responsibilities that require constant attention and action. The problem or issues can present themselves weekly, are often complex and necessitating a well-researched and thought out response. Pressure to meet deadlines and provide quality client service place considerable mental fatigue on the incumbent. The incumbent obtains results through 3 managers and must deal on a daily basis with the sensitivities and additional communication issues that requires. During the peak income assistance delivery period (first 2 weeks of each month) the incumbent can deal regularly, sometimes daily, with irate and abusive clients.

KNOWLEDGE, SKILLS AND ABILITIES

- In-depth knowledge of the political, social, economic and cultural landscape in the region including a broad understanding of the labour market, early childhood development, career development, and income security.
- Knowledge of labour market trends and changing economic conditions in the region.
- Ability to organize departmental units and establish procedures to meet objectives set by senior management. Skills and abilities in program management, contract management, problem solving and decision making.
- Ability to coordinate the activities of people external to the Department and GNWT including the ability to organize and direct committees and working groups to plan, manage and evaluate projects, programs and related activities; The ability to motivate and persuade people over whom you have no direct authority.
- Ability to participate in human resource recruitment including the ability to interview, hire, and evaluate program staff. In addition the knowledge and skill to recommend professional development training and opportunities to subordinate and to provide daily supervision and direction to program managers.
- Ability to interpret policy, financial reports and procedural documents and explain them accurately and clearly to staff, clients, and organizations. Therefore the incumbent must have effective research, analytical, interpretive, evaluative and investigative skills.
- Ability to develop, administer and control program budgets and to provide financial advice and direction to program managers.
- Ability to synthesize information; to recommend, review, evaluate and approve documents, facilitate the preparation of briefing notes, and to review and interpret reports. Ability to write concisely, to express thoughts clearly and to develop ideas in a logical sequence, handle complex oral and written materials and exercise discretion in the handling of confidential information.
- Ability to facilitate effective communication at all levels including territorial, regional, community, and individual and to coordinate departmental activities within

departmental units and with regional stakeholders. Excellent interpersonal skills, team building skills, verbal communication skills, listening skills and the ability to present views and ideas in a clear and concise manner.

- Demonstration of a high level of problem solving ability including the ability to motivate and persuade others, manage conflict, facilitate mediation and compromise.
- Ability to plan and prioritize projects, to work with others in accomplishing assigned work objectives, to deal tactfully with others, to exercise sound judgment and to adjust to varying or changing situations to meet emerging or changing program requirements.
- Ability to negotiate program and service delivery contracts and contributions and to articulate clear roles and responsibilities in partnership arrangements.
- Ability to effectively utilize computer systems and tools for the purpose of word processing (Microsoft Word), presentations (PowerPoint), spreadsheets (Excel) and communication (email).

Typically, the above qualifications would be attained by:

- Bachelor Degree in Social Sciences, Public Administration or a related field;
- Eight (8) years of progressive, directly related experience, including at least four (4) years of management experience (which must include managing program delivery, planning, leadership/supervision and financial management). Experience in the development of policy and/or programs would be considered an asset.

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