



IDENTIFICATION

Department	Position Title	
Health and Social Services	Strategic Project Analyst, Child and Family Services	
Position Number	Community	Division/Region
49-15487	Yellowknife	Child and Family Services/HQ

PURPOSE OF THE POSITION

The Strategic Project Analyst, Child and Family Services (Strategic Project Analyst, CFS) works across Departments and Health and Social Services Authorities to ensure an integrated and collaborative approach to evolve the Child and Family Services system to better meet the needs of children, youth and families in the NWT. This position leads medium and large size initiatives for the Child and Family Services System by providing project management, change management, evaluation and quality improvement expertise

SCOPE

Located in Yellowknife, the Strategic Project Analyst, CFS reports directly to the Manager of Strategic Projects and Initiatives. This role has been established to support the advancement of the Child and Family Services system within the Department and the Health and Social Services Authorities, and under the authority of the Territorial Executive Director of Child and Family Services, also referred to as the “Statutory Director” of both CFS and Adoptions.

The Child and Family Services System provides care and support to children, youth and families across the NWT through programs and services legislated by the *Child and Family Services Act*, and the NWT *Adoptions Act*. On January 1, 2020, the federal government’s *An Act respecting First Nations, Inuit and Métis children, youth and families* came into force, which recognizes the inherent rights of First Nations, Métis and Inuit communities to care for their children. All child and family services providers in Canada, including the Government of the Northwest Territories, must follow the minimum standards found in the Act when providing services to Indigenous children or youth. Indigenous governments and organizations can enact their own child and family services laws for their citizens.

The Child and Family Services System is also subject to routine internal and external reviews, which supports the advancement of strategic initiatives and projects to evolve the system to better meet the needs of children, youth and families. Ongoing engagement with communities, Indigenous Governments, NGOs, and people with lived experiences is also imperative to the work of the Department and Authorities. In this context, the Strategic Project Analyst, CFS must critically examine the intersection of engagement activities, reviews and other sources of information in order to develop, implement, and evaluate strategic plans and initiatives. This work must be done through a lens of cultural safety and humility. Furthermore, in leading these initiatives, the incumbent will regularly engage with a mix of staff across multiple Departments and Authorities (i.e. senior managers, managers, supervisors, specialists, and frontline staff) to evolve the CFS System.

In order to effectively manage the system level changes, the Strategic Project Analyst, CFS will be responsible for developing briefing notes, Ministerial requests, decision papers, and communication materials for a wide range of stakeholders, including Senior Management and Indigenous Governments. Much of the demands of this position is politically driven, which requires timely and accurate responses.

The incumbent will be accountable for using a collaborative and integrated approach, and clear communication with stakeholders who may have conflicting interests and perspectives. This collaboration is required in decision making and problem-solving across the Department and the Health and Social Services System which includes the Northwest Territories Health and Social Services Authority (NTHSSA), Tłı̨chǫ Community Services Agency (TCSA) and Hay River Health and Social Services Authority (HRHSSA).

RESPONSIBILITIES

1. Leads the development and implementation of key initiatives for the NWT Child and Family Services.

- Develops, implements and monitors strategic initiatives to evolve the Child and Family Services System within the Department and Authorities.
- Works across Departments and Authorities, and with external stakeholders to advance key initiatives.
- Integrates community engagement activities, key data sources, and leading practices into the overall project and/or initiative.
- Integrates appropriate change management, project management, risk management, community development, and evaluation techniques into the overall project and/or initiative.
- Builds and leads project teams, monitors and documents progress, troubleshoots and resolves issues, and advises senior management on progress.
- Ensures that communications flow effectively within project teams, across division units and to senior management.

2. Synthesize qualitative and quantitative data to inform key decisions on programs, services and policies.

- Analyzes qualitative and quantitative data to inform and support decision making.

- Develops clear and specific recommendations that take into consideration leading practices, child welfare expertise, and the NWT context.
 - Develops materials to effectively communicate findings for a variety of stakeholders, including the public, MLAs, Indigenous Governments, provincial/territorial partners and Senior Management.
 - Develops a wide range of quality tools and analytic tools to support decision making at all levels.
- 3. Effectively communicate key Child and Family Services initiatives and business needs.**
- Researches, compiles and analyses information and data in order to draft Ministerial statements, Cabinet information items, correspondence, briefing notes and reports.
 - Researches and compiles information to inform formal submission to Cabinet, Financial Management Board, and Executive Committee.
 - Prepares confidential correspondence, briefing materials and reports in a timely manner often in response to political issues or public complaints.
 - Investigates and/or addresses issues and develops correspondence, briefing notes, submissions and position papers.
- 4. Actively tracks and reports on the progress of Child and Family Services initiatives and projects.**
- Develops monitoring and evaluation frameworks to assess the progress and success of innovative changes.
 - Creates project metrics and reporting mechanisms.
 - Ensures the appropriate documentation and tracking of projects and initiatives.
 - Coordinates progress reports on key initiatives and strategic plans related to Child and Family Services.
- 5. Provides expertise and support to overall Child and Family Services Division.**
- Maintains a working understand of all Child and Family Services projects, activities and initiatives.
 - Covers off the duties of the Manager, Strategic Projects and Initiatives, as required.
 - Delivers on project tasks as requested by the Manager, Strategic Projects and Initiatives, other Management, or other stakeholders within the unit, DHSS, NTHSSA, HRHSSA and TCSA.
 - Provides expert project management advice and support to the CFS Division and broader Child and Family Services system.
 - Contributes expertise in meetings and discussions identifying issues and actions required to complete divisional assignments.
 - Provides practical guidance and an experienced "sounding-board" for divisional staff in carrying out their day to day work within the Department.
 - Collaborates and coordinates with Divisional team members.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual demands.

Sensory Demands

No unusual demands.

Mental Demands

No unusual demands.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of northern cultures and experiences.
- Knowledge of community and Indigenous Government structures.
- Knowledge of community development and the social determinants of health.
- Ability to understand NWT and Federal legislation related to Child and Family Services and Adoptions.
- Knowledge of political system and political processes.
- Demonstrated ability to analyze qualitative and quantitative data.
- Demonstrated ability in using Microsoft Excel in building formulas, analyzing and presenting data.
- Demonstrated knowledge of project management standards, techniques and methodologies. Includes:
 - Demonstrated ability to concurrently lead or coordinate multiple projects;
 - Demonstrated skills in developing project charters and creating and managing integrated project plans;
 - Demonstrated abilities with project management tools;
 - Demonstrated resource management skills for the successful delivery of projects.
- Good interpersonal, negotiation, collaboration and communication skills.
- Demonstrated ability in developing, managing and leading effect project teams.
- Demonstrated skills in supporting steering groups and creating and maintaining multiple working groups.
- Demonstrated skills in building relationships with internal and external stakeholders.
- Demonstrated ability to manage conflict.
- Effective human relations and motivational skills.
- Demonstrated abilities in developing project communication plans and materials for internal and external stakeholders.
- Good presentation skills.
- Excellent writing skills.
- Demonstrated skills and abilities in the application of change management.

- Good strategic thinking skills.
- Good problem solving skills.
- Good research skills.
- Demonstrated ability to work under pressure with compressed deadlines and multiple deliverables.
- Ability to priorities in responding to emerging needs.

Typically, the above qualifications would be attained by:

A Degree in Project Management, Social Services, Public Health, Health Administration, Health Promotion, or Community Development.

A minimum of four (4) years of related project management experience in health or social services.

Experience in working with child welfare systems 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: Select Language

- ☐ Required
- ☐ Preferred